# Harpreet Kaur

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## EDUCATION

**Sacred Heart University** – Fairfield, CT                                                                 Sep 2024 - Dec 2025
*Master of Computer Science and Information Technology*
*Relevant Coursework*: Scripting Programming, Structured Programming, Windows Interface Design, Data Structures & Algorithms, Advanced Database Design, Big Data Analytics, Artificial Intelligence

**IK Gujral Punjab Technical University** – Punjab, India                                          Aug 2018 - Feb 2020
*Master of Computer Applications*
*Relevant Coursework*: Software Engineering & Project Management, Computer Networks, Cloud Computing, Web Technologies, Information Security, Database Management Systems, Computer Graphics, Advanced Operating Systems, Data warehousing and Mining, Software Testing & Quality Management

## SKILLS

- **Programming:** C, C++, Core Java, Python, PHP, SQL, HTML5, CSS3, JavaScript, TypeScript, VB.net
- **Frameworks & Tools:** React.js, Bootstrap, Adobe Dreamweaver, VS Code, Git/GitHub, Team Dynamix (TDX)
- **Cloud & Databases:** AWS, MySQL, Advanced Database Design, Data Warehousing
- **Concepts:** Object-Oriented Programming, Data Structures, SDLC, Software Testing, UX/UI Best Practices
- **Other Software:** MS Office (Excel, Word, PowerPoint, Outlook), Office 365, Okta

## PROFESSIONAL EXPERIENCE

**Sacred Heart University, Connecticut, United States**
*Information Technology Graduate Assistant*                                                            *Jan* 2025 - Present
- Provided technical support for students, faculty, and staff via walk-ins, phone, email, and live chat.
- Delivered front-line technical support to 200+ students, faculty, and staff via walk-ins, phone, email, and live chat, ensuring timely resolution of hardware, software, and network issues.
- Authored Wi-Fi setup guides and support articles, reducing repetitive help desk queries by 25% and improving user self-service adoption.
- Managed IT Help Desk tickets using **ServiceNow**, prioritizing and escalating cases to meet SLA requirements and minimize downtime.
- Assisted with imaging, tagging, and deployment of 100+ university devices, maintaining accurate hardware inventory to support lifecycle management.
- Collaborated with IT teams to optimize chatbot operations and monitored live chat performance, enhancing automated response accuracy and overall service efficiency.

## PROJECTS

**Student Grade Tracker** | React.js, JavaScript, Bootstrap                                      Mar 2023 – Jun 2023
- Developed a web-based application to track and manage student grades with an intuitive React.js interface.
- Implemented GPA calculation and grade tracking features using JavaScript.
- Designed a responsive UI with Bootstrap, ensuring accessibility across devices.

**E-Commerce Web Application** | PHP, MySQL, Bootstrap, JavaScript                      Academic Project
- Designed a responsive online store with product catalog, shopping cart, and secure login system.
- Managed backend with MySQL and implemented mobile-friendly Bootstrap components.

**Problem-Solving AI Algorithms (8-Puzzle Solver)** | Python                          May 2025 – Jun 2025
- Implemented BFS, DFS, UCS, Greedy Best-First, A*, and Hill Climbing to solve the 8-puzzle problem.
- Compared algorithm performance, demonstrating trade-offs in efficiency and accuracy.

## Certifications and Achievements

- **University Topper & Gold Medalist** – Awarded Best Student (BCA & MCA).
- Presented "Fault Tolerance in Cloud Computing" at **International Conference**, Singapore (2020).
- Certified in Web Designing and PHP Development.
- Completed online quizzes in Web Technology, Cloud Computing, Advanced Data Structures, and Computer Networks.