Kirpal Virk

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Summary

IT professional with a strong programming background, experience in troubleshooting and maintenance of hardware/software interfaces, and knowledge of SDLC. Proficient in various programming languages including C, C++, Python, HTML, CSS, JavaScript, ExpressJS, and nodeJS. Experienced in using database management systems such as MySQL, Oracle Database SQL, and MongoDB, and familiar with software/operating systems including Windows, UNIX, Linux, and MacOS.

Education and Technical Skills

✝ Seneca College   *Jan '22 - April '23*
  Computer Programming
  2 years diploma at Seneca College, Toronto

  Programming Languages: C, C++, Python, HTML, CSS, JavaScript, ExpressJS, nodeJS
  Familiar with: DNS/HTTPS, Desktop Networks, IT Troubleshooting, PowerPoint, Outlook
  Database Management Systems: MySQL, MS Excel, Oracle Database SQL, MongoDB
  Software/Operating Systems: Microsoft Office Suite, Windows, UNIX, Linux, MacOS, Git

Work Experience

✝ BSNL   *July '20 - Jan '21*
   Junior IT Support Technician
   Monitored and responded quickly to office related IT issues and provided support when any system went down. Installed, configured and upgraded workstation software while also being responsible for the maintenance of hardware equipment like monitors, keyboards and hard drives.

✝ Nokia   *Feb '21 - Nov '21*
   IT Specialist
   Proficient in troubleshooting incidents through ServiceNow, Zendesk, and Microsoft SharePoint for desktop, laptop, and mobile devices, including hardware, software, and performance-related issues. Skilled in AD user provisioning, web portal management, and documentation of inquiries within ServiceNow/MyService Management system.
   Experienced in managing full SDLC, from reviewing requirements to coordinating production installation and support, while also contributing to knowledge base articles and generating SQL-based reports.

✝ Freedom Mobile   *Jan '22 - Present*
   Retail Specialist

Generated promising leads online by developing and sustaining solid relation with customers for repeated business and by exceeding daily/monthly targets. Extensively used VoIP & online CRM software while collecting and handling customer data through Microsoft Excel and Google Forms.

Personal Projects

Website Portfolio   **Link**
- Developed a dynamic responsive website for my online portfolio
- Frameworks used to build the portfolio includes HTML, CSS and JavaScript

Library Application   Link
- Developed a working application using C++ which manages the library publications and books.
- The program presented a menu using which a user can add, remove, checkout or return a publication

Minesweeper game   Link
- Developed a classic Minesweeper game using Python .
- Implemented features such as randomly generated mines, a timer, and a scoring system