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<https://github.com/kuldeepbrar11> (github account for programming projects)

Objective:

Dedicated and versatile professional with a passion for web development and graphic design. Proficient in front-end and back-end development, as well as a wide range of graphic design tools and techniques. Seeking an opportunity to apply my expertise in both disciplines to contribute to a creative team, develop engaging online experiences, and drive digital success for clients.

Education:

Bachelor of Computer Applications
Indraprastha University, Delhi, India
2022

Currently Pursuing:

Diploma in Software Engineering Technology
Centennial College, Progress Ave, Scarborough, Canada
Expected Graduation: [Month, Year]

Skills:

- Programming Languages: JavaScript, Node.js, React.js, C#
- Graphic Designing Software: Adobe Photoshop, Figma
- Web Development: HTML, CSS
- Customer Service: 1-year experience at Wipro, Delhi, India
- Strong communication and interpersonal skills
- Problem-solving and analytical abilities
- Multilingual: Fluent in English, Hindi and Punjabi

Work Experience:

Customer Service Representative
Wipro, Delhi, India
01 2022 – 02 2023

- Provided exceptional customer service to resolve inquiries, issues, and complaints.
- Assisted customers via phone, email, and chat, maintaining a high level of professionalism and empathy.
- Collaborated with cross-functional teams to escalate and resolve complex problems efficiently.
- Maintained accurate records of customer interactions and transactions.
- Received positive feedback from customers for excellent service delivery.

- Participated in training sessions to stay updated on product knowledge and service procedures.

Projects:**CenCar - Ride-Sharing Application for Centennial College**

- Collaborated in a group project to develop CenCar, a ride-sharing application tailored for Centennial College students and faculty staff.
- Led the project's initial phase, defining project scope and requirements to ensure alignment with user needs.
- Played a crucial role in PART B, focusing on software design architecture to create a scalable and user-friendly application.
- Utilized technical skills in JavaScript, Node.js, and React.js to implement key features and enhance the application's functionality.
- Demonstrated strong teamwork and project management skills, ensuring effective communication and collaboration within the group.
- Successfully delivered a functional and user-centered solution, addressing transportation needs within the college community.

Certifications:

Smart Serve License (Ontario, Canada)

Ontario Security Guard License

First Aid & CPR Certification

Volunteer Experience:

Hackathon Volunteer

Indraprastha University, Delhi, India

04 2021

- Volunteered at Anugoonj, a prestigious technology event at Indraprastha University.
- Assisted in organizing and coordinating various aspects of the hackathon, ensuring its smooth execution.
- Collaborated with event organizers and participants to provide technical support, troubleshoot issues, and facilitate a creative and competitive environment.
- Helped with event logistics, such as registration, setup, and participant communication.
- Contributed to the success of the hackathon by fostering a positive atmosphere and ensuring that participants had a rewarding experience.

References:

Available upon request.