Mankirat Sidhu

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SUMMARY OF PROFILE

- 1+ years of work experience as a Web Developer with strong knowledge of **HTML, CSS, JavaScript** and Python
- Excellent Working knowledge of Unified Endpoint Management, EMM, Salesforce platform (**PaaS**) for case and task management
- Strong customer service focus with Enterprise level hardware, software technical support achieved while working at BlackBerry
- Experienced in designing and developing **RESTful** web services
- Good practical knowledge of support and operations practice, concepts and technology obtained through formal training and work experience at Blackberry
- Worked on different projects phases using **Agile** methodology.
- Hands-on experience with **JIRA, Version Control (SvN, Git)**
- Awarded People's choice Award at Hacking Health IV 2018, Windsor

TECHNICAL SKILLS

- **Tools and Languages:** JavaScript, HTML, CSS, Tableau, GitHub, Eclipse, PyCharm, Python, Java, C, C++
- **Software Solutions:** EMM, UEM (BlackBerry), Troubleshooting, Technical Support
- **Tools and Systems:** Active Directory/LDAP, Salesforce, Windows Server, Network Administration, Microsoft Exchange, Outlook 365, Wireshark
- **Database Systems:** MySQL, MongoDB
- **Operating Systems:** Windows, Linux, Macintosh
- **Software Applications:** Microsoft Office 365, MS Word, Outlook, Excel, PowerPoint

EDUCATION

Master of Applied Computing   January 2018 – August 2019
University of Windsor, Windsor, Ontario

WORK EXPERIENCE

Enterprise Technical Support Analyst (Intern)   January 2019- August 2019
BlackBerry Ltd, Waterloo, Ontario
Technologies: **Salesforce, Microsoft Exchange, Active Directory, Endpoint Management Solutions (BlackBerry UEM)**

- Provided front line technical support to BlackBerry's Enterprise Support Customers
- Retained ownership of cases and bring resolution to customer issues via phone and electronic communication
- Provided end to end IT Technology support for technology areas (e.g., computer, applications, network and storage, including root-cause analysis)
- Trained new co-op students (Job Shadowing) for 2 weeks.
- Designed and maintains digital media of CSO internal organization's TV for upcoming updates
- Updated the knowledge base for BlackBerry Technical support by writing KB articles and ranked among top analysts according to the QA ratings for positive feedbacks and surveys from the customers.
- Gained knowledge and/or hands-on experience with the following Technologies like Smartphone OS - iOS, Android, BlackBerry 10, BlackBerry Software Solutions like BB UEM, BB Dynamics Apps, Microsoft Exchange and Outlook 365, Active Directory / LDAP, Database Servers - MS SQL Server, Oracle

Web Developer   August 2016 – October 2017

International Media & Communication, Amritsar, India

Technology: HTML, CSS, JavaScript, Python, Oracle SQL

- Implemented business requirements with latest web technologies to meet client's expectation
- Refactored SQL database for various projects ensuring code reusability and maintainability
- Worked closely with customer through weekly sprint meetings ensuring timely delivery of the product
- Managed deadlines in team collaboration to prioritize work based on deadline and demand

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RELATED INDEPENDENT PROJECTS

Hacking Health Windsor+Detroit IV 2018, St. Clair College, Windsor, ON

SOS!LocateMe   April 2018

- Created an IOS app for people who are stuck in emergencies
- By the click of a button inside the app data (Live location and video) of an individual will be sent to emergency contacts
- Won "People's Choice Award" for the app created at the event

ACADEMIC PROJECTS

University of Windsor, Windsor, Ontario

JobHub   April 2018

Technology: Python, HTML, CSS, JavaScript, Angular

- Created a web-based application to analyze the current job trends in the IT market based on the skills, location and title
- Assisted in designing the front-end web pages using HTML, CSS, Bootstrap and AngularJS
- https://github.com/mankiratsidhu/Job-Hub.git

KungFu Master   July 2018

Technology: Oracle 11g, PL/SQL, Java Spring MVC

- Created a web-based application for KungFu martial arts School in Java Spring MVC and database used is Oracle 11g
- Developed an application for school admin to record data of students enrolled in school, and to maintain attendance and fee information
- https://github.com/mankiratsidhu/kungfu.git

TECHNICAL AFFILIATIONS AND CERTIFICATIONS

- Active member of HackForge, Windsor   February 2018 – Present
- Successfully completed certification in Web Developer boot camp form **udemy**   July 2018
- Won "People Choice Award" in Hacking Health Windsor + Detroit   April 2018
- IBM, Blue Mix Platform (Issued by IBM), Certificate   March 2018

VOLUNTEER WORK

- Acted as a judge at the Windsor Regional Science, Technology and Engineering Fair   March 2018
  St. Clair College, Windsor, ON
- Gained more exposure to multicultural environment by volunteering on Turban day   March 2018
- Active Member of Desi Dance Association (DDA),   February 2019 – November 2018
  University of Windsor