

Himanshu Singh

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SUMMARY

Motivated IT student with hands-on experience troubleshooting systems and supporting customers in fast-paced retail environments. Backed by AWS certifications and multiple real-world projects built using modern cloud and web technologies, I bring strong problem-solving, communication, and technical skills. Proactive, quick to learn, and driven to deliver reliable, customer-first solutions.

PROFESSIONAL EXPERIENCE

Customer Service Representative

July 2025 - Present

Kal Tire – Vernon, BC

- Assisted customers with tire inquiries, product selection, and fitment guidance, ensuring all recommendations met Kal Tire safety and vehicle-specific standards.
- Provided professional frontline service by answering calls, explaining services, checking inventory, and resolving customer concerns in a fast-paced environment.
- Created and managed work orders, estimates, and appointments while coordinating with technicians to maintain smooth shop flow and accurate timelines.

IT Support Intern

February 2025 - Present

Cybird – Remote / Hybrid

- Handle daily technical support tickets for internal tools, platforms, and networked devices.
- Document system issues, resolutions, and best practices to support knowledge sharing.
- Assist with password resets, software updates, and DNS configuration issues.
- Contribute to improving IT response workflows through internal testing and feedback.

Mobile Sales Associate

May 2025 - Aug 2025

Best Buy – Vernon, BC

- Assisted customers in selecting mobile devices and plans, focusing on providing the perfect fit for their needs.
- Built strong relationships and maintained trust through attentive listening and knowledgeable product guidance.
- Contributed to a team-based sales culture, supporting store goals and promotional efforts with professionalism and integrity.

SKILLS

- IT Support: Ticketing systems, basic networking, remote troubleshooting, software installations
- Customer Support: User communication, issue documentation, empathetic assistance
- Tools: Microsoft Office Suite, Google Workspace, basic DNS tools, AWS, GCP
- Soft Skills: Communication, problem-solving, adaptability, team collaboration

EDUCATION

- **Computer Information Systems Diploma (Ongoing)**
Okanagan College – Vernon, BC
Graduation Year: 2026
- **High School**
Maharaja Agarsain Public School – New Delhi, India
Completed: May 2022

CERTIFICATIONS

- **AWS Certified Developer - Associate** (December 2025)
- **AWS Certified Cloud Practitioner** (October 2024)
- **CEH CRAW** (March 2022)
- **Microsoft Office Specialist – Microsoft Office** (September 2016)

PROJECTS

- **Ocura – Full-Stack SaaS Platform**
<https://ocura-saas.vercel.app/>
A secure, multi-module SaaS platform featuring authentication, appointments, records, file storage, and dashboards—built with scalable Supabase schemas and a clean, responsive Next.js front-end.
- **CK Notary Website Revamp**
<https://cknotary-revamped-site.vercel.app/>
Redesigned a complete business website using Next.js, delivering modern UI/UX, faster loading, improved accessibility, and clean service layouts with subtle animations and a fully responsive, minimal design system.
- **Kal View Café – Food Ordering System**
<https://lnkd.in/gQa9xSWv>
Developed a functional LAMP-based ordering platform with secure authentication, customer and admin panels, order tracking, and efficient backend workflows built for a smooth desktop-first experience.
- **Personal Portfolio & Cloud Resume**
<https://huesofhimanshu.com/>
Built a personal website on AWS with serverless functions, CI/CD, global caching, and real-time visitor tracking, showcasing cloud skills and a polished, performance-optimized portfolio presence.