PRABHKIRAN KAUR

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EDUCATION

Bachelor of Science: Computer Science, 05/19
Hunter College, City University of New York -
- Majored in Computer Science
- Member of Golden Key International Honor Society
- Coursework in Computer Architecture I, Discrete Structures, Computer Theory and Computer Architecture II

Bachelor of Business Administration: Computer Information Systems, 07/16
Baruch College, City University of New York -
- Majored in Computer Information Systems
- Minored in IT and Social Responsibility
- Coursework in IT development and Project Management, Principles of web design, System Analysis & Design and Database Management Systems I

WORK HISTORY

Business Administration and Business Management Associate, 08/2018 – 11/2018
Crosstown Solutions, Inc – Long Island City, NY
- Assessing employee performance
- Implementing business procedures
- Interviewing and hiring staff

Hostess, 07/2018 to 08/2018
OTG – LaGuardia Airport, NY
- Ensure that each customer receives outstanding service by providing a friendly environment.
- Communicate customer concerns and complaints to manager on duty.
- Offer information and recommendations to guests.

Secretary, 06/2016 to 06/2018
M.P. Nissan Construction Corp – East Elmhurst, NY
- Carefully wrote down all phone messages and relayed them to the appropriate personnel.
- Answered telephone inquiries from clients.
- Wrote professional memorandum, letters and marketing copy.

Quality Assurance Intern, 05/2016 to 12/2016
AGT International – New York, NY
- Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
- Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.
- Recommended architectural improvements, design solutions and integration solutions.

SKILLS

- Team building
- Excellent communication skills
- Excellent problem-solving abilities
- Bug tracking
- Oral and written communication
- HTML/C++/CSS/SQL
- Mac OS/Windows
- Microsoft Word, Excel, PowerPoint