

Birkaran Singh

PROFILE SUMMARY

Accomplished, versatile, and results-driven Professional with a progressive experience of working with the Software company and service based companies of the IT industry, offering technical solutions and 24 hour services to the clients for the Website Optimization along with logging software defects using a bug tracking system and work closely with software developers to analyze the defects and track them to resolution. Adept at working under tight deadlines while maintaining quality standards. Committed to delivering the solutions for the clients. Highly analytical, detail-oriented, strategic and tactical thinker, quantitative problem solver, team player and individual contributor with a unique ability to work cross-functionally, and independently in deadline-driven environments.

EXPERIENCE / PROJECTS

1. Product Support Analyst - Wingify Softwares – July 2017 – Present.

- Wide experience of diagnosing and resolving technical problems of clients to root causes within SLA time-frame.
- Recommended configuration changes and JavaScript/CSS codes for website optimization.
- Displayed pro-active approach of setting up the A/B testing campaigns for enterprise clients.
- Identified process gaps and provided solutions that improve the customer's quality of service.
- Contributed to external and internal knowledge base articles.
- Mentored engineers in coping the technical difficulties and provided hands-on training to understand the processes.
- Provided outstanding customer service as a member of world-class team providing 5x24 support for customers.
- Above 97% satisfaction customer survey rate 12 months in a row.
- Displayed highly skilled analytical skills by managing framework and data of Zendesk ticketing system.
- Working closely with QA team to fix the bugs in the application.

2. Internship – Infosys, Information Technology Consulting Company – January 2017 – May 2017

- Exhibit leadership and technical skills during internship in Infosys as a team leader of Chat-bot Development.
- Hands on sessions on Python, MySQL, Database Management System with above 90% score during assessments.

3. University Projects/Training

- Conducted Research on Psychology of students of Chitkara University and applied analytical skills with SAS and Tableau tool to drive results.
- Data Mining of twitter on topic – Sentimental Analysis using Rapid Miner.
- Training at Group M (MAXUS) as a Data Analyst.

PROFESSIONAL SKILLS

- HTML/CSS/JAVASCRIPT
- Analytics tools -
Tableau/SAS/Rapidminer
- Database Management System-
MySQL, ETL: Informatica
- Client On-boarding
- Client/Relationship Management
- Analytical Problem Solver
- Maximizing Engagement
- Strong written and verbal skills.
- Excellent organizational, presentation and communication skills

CERTIFICATIONS / ACCOMPLISHMENTS

- **Positive Feedbacks** from clients and above 97% positive CSAT Score.
- Certified **Business Analyst** and **Corporate Communication Professional**.
- Certified in **Leadership Program** by **Toastmasters International, USA**.
- Recognition by the All India Model United Nations Society as the **Best Speaker** in **Model UN**’ conference held in Chandigarh (2016).
- Awarded with **best project** on Research on Nano particles as energy efficient display.

EXTRA CURRICULAR ACTIVITIES

- **Convener**- Chitkara International Model United Nations 2016.
- **President** – Chitkara University Toastmasters International Club.
- **HR and Marketing lead** at Google students Club, Chitkara Univeristy.

EDUCATION

- Graduation → Chitkara University, Chandigarh(In) - Computer Science Engineering (2017)
 - Class 10+2 → Stepping Stones Sr. Sec. School, Chandigarh – CBSE (2013)
 - Class 10 → Holy Family Convent School, Ropar - ICSE(2011)
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