

# Raghav Sharma

Software Developer

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1.5 years of Technical support and repair associate experience with Ingram micro, having command on languages like java, javascript, Html, CSS, PHP, etc. Good collaborator with excellent critical thinking, analysis, and problem-solving skills. Strong work ethics and willingness to learn new skills at a fast pace.

## EDUCATION

### Computer System Technician and Software Engineering

Sheridan College

01/2019 - 08/2020

## WORK EXPERIENCE

### Technical Support Associate

Ingram micro

10/2020 - Present

#### Achievements/Tasks

- Setup networks to test routers and switches.
- Flashing BIOS and resetting CMOS settings.
- Data erasure and re-imaging of laptops.
- Functionality test on computer hardware's devices, for example testing motherboards, graphic cards, NIC cards, keyboard, mouse etc.
- Inspections and minor repairs on printers and scanners.
- Functionality test of cellular devices and data erasure.
- Data Erasure of storage devices, HDD, SSD, flash drives and passport drives.
- Extract data erasure reports to validate secured sanitization of customer information.
- Complete inspection reports on system and print detailed reports for customer.

### Computer Operator

Jassal Computer (India)

05/2018 - 11/2018

Punjab, India

#### Achievements/Tasks

- Keeping tabs on customers and problems using ms excel
- simple repairs like phone, and laptop debugging
- resolving memory, hard drive problems
- customizing CPU's.

## SKILLS

C C++ C# Java ASP.Net

JavaScript Data Structure

Database Mangement MSSQL MVC HTML

CSS Php ADO.Net Stored Procedure

GIT OOPS jQuery WPF XML

EntityFramework LINQ

## PERSONAL PROJECTS

### Banking Application - JAVA

- Created a Java FX program with interactive GUI. Was able to read and write data from flat file as well as with database.

### Grocery Application - Java

- Created a application in NetBeans with Microsoft Workbench database. Was able to handle billing and inventory.

### Card War Game

- Used use cases and design principles to understand the project. Created class diagrams and improved them before coding.

### User-Interface Design

- Design interface for a class finder mobile application. Took random student surveys to find out what type of interface would work best. Used prototyping to perfect the design.

### Airline Management System - C#

- Created a application with C# and MySQL. Was able to view, read, update, delete data of flights and passenger.

### Genesis Homes

- Created use case diagrams, activity diagrams, UI Mock-ups and ROI costing for customer of Genesis Homes

### Coffee-Ordering Website

- Using Html, CSS, PHP, and JavaScript · Made a coffee-ordering website which visually shows the order · Created forms with validation using PHP Responsive designing