Randeep Singh

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PROFESSIONAL EXPERINCE

Department of Housing Community Development, *Lanham, MD*
End User Support Specialist (Aug 2021 – Present)
- Monitored the Help Desk tracking system and diagnosed and resolved problems with PCs.
- Provided client-side and remote assistance to Departmental users.
- Set up new users and map network drives by communicating in a team collaborative environment.
- Troubleshooted any problems with the operating system, different software, and hardware problems.
- Worked in a team environment and took initiative individually.
- Learned new troubleshooting problems independently.
- Designed a powerpoint manual for the IT team so everyone can lead the PPT for DHCD Secretary Kenneth Holt.

Best Buy**,** Towson, MD
***Computer Sales Consultant* (**Nov 2019 - April 2020)
- Understood customers' requirements and helped find the right product for them.
- Offered relevant solutions and accessories to profitable sales growth.
- Self-trained and learned through provided online resources.
- Understood and executed daily goals accordingly.
- Worked in a team environment and took initiative individually.

RELATED COURSES

Data and Information Management(SQL Database)
- Learned exclusively about data and information management.
- Learned data analysis in SQL Database with the following groups: which includes collection, organization, modeling, transformation, presentation, safety, and security of data and information.

Scripting Languages
- Demonstrated knowledge of the essential elements of higher level scripting languages such as C# JavaScript,PERL, BASH, and Python.
- Utilized custom scripts to manipulate data, process text and automate basic system processes.
- Described the similarities and differences in common scripting languages.
- Described the role of Domain Specific Languages such as XPATH, and XSLT.

Web Development
- Focused on client/server-side processing, with emphasis on client-server applications.
- Designed and implemented client-side scripting and server-side database connectivity using a content management system, including dynamic HTML, CSS, scripting, and databases, as well as emerging technologies.
- Integrated web security and accessibility as they advanced in web development.

Software Development | Projects
- Build chat bot (Python) | Student Management System (Python)
- LAAR's Analytics - (Python & SQL Database) | Team Project
- Present student Names and Student Grades (Javascript)
- Book Store Inventory Management - (SQL Database)

EDUCATION & CREDENTIALS

Towson University, — Bachelor of Science in Information Technology
August 2017 - May 2021
Technical Skills: MS Office Suite, Adobe Acrobat , Java, HTML, C++, Python, php, CISCO, MS Project, AWS Cloud, C#, SQL Database, CSS**, Google IT Support Certification**.