

RANDEEP SINGH

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EDUCATION

Towson University, — Bachelor of Science in Information Technology

(August 2017 - May 2021)

Relevant Coursework: Fundamentals of Web Technologies, Fundamentals of Computer Networks, Fundamentals of System Management, Introduction to Cybersecurity, Networking and Security Practicum, System Architecture and Integration, , Special Topics in Information Technology, and Information Technology Senior Practicum, Data and Information Management. Intro to Computer Science.

SKILLS

MS Office Suite, Adobe Acrobat , Java, HTML, C++, Python, php, CISCO, MS Project, AWS Cloud, C#, SQL Database, CSS, Google IT Support Certification, Dynamic 365, SQL Server, Power Apps. Microsoft Admin. DevOPs Azure.

WORK EXPERIENCE

Programmer Analyst: Department of Housing Community Development, Lanham, MD

(02/15/2022 – Present)

- Worked on IT Intranet website as a content manager for DHCD. Evaluate assigned software/automation requests, and analyze their respective business processes. Developed and tested IT Intranet documentation and procedures assigned, and software code for SQL as instructed.
- Provide post-implementation operational support and maintenance for assigned software systems. Address assigned instructional and training exercises and demonstrate proficiencies and learning objectives.

End User Support Specialist: Department of Housing Community Development, Lanham, MD

(08/03/2021 – 02/15/2022)

- 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.

Computer Sales Consultant : Best Buy, Towson, MD

(11/27/2019 - 04/21/2020)

- 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.

FINAL CAPSTONE PROJECT

LAAR Analytics Final Capstone Database Project

- This project purpose was to create an organized website for people who bet on the NBA. It organizes data by ascending and descending ratings of the teams and players.
- The project called for coding in several different languages to achieve our goal: Python, Javascript, and SQL were used in conjunction with the software SQLite to act as the relational database management system to host all of our code and create an end product.

RELEVANT ACADEMIC COURSEWORK

Data and Information Management(SQL Database)

(Jan 2020 -May 2020)

- 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

(Jan 2020 -May 2020)

- 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

(Aug 2020 -Dec 2020)

- 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.

LEADERSHIP & EXPERIENCE

Restaurant Manager: Patros Pizza

(Aug 2016- Feb 2022)

- Hired and trained 9+ staff members on customer service skills, food and beverage knowledge, and COVID -19 safety standards. Increased sales by 100% since 2017 by advertising in the right places. Increased profit margin by 20% more by finding the right vendor with lower rates.

Application Research Laboratory, Student Intern: Clarksville, MD

(Aug 2015- May 2016)

- Designed custom computers and performed hardware maintenance. Installed, updated, and configured multiple operating systems: Windows 7, Windows XP, Windows Vista, and Linux. Created a small office network connecting computers, printers and wireless access points with custom cabling.