

RUPINDER KAUR

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EDUCATION

Queens College/City University of New York
Bachelors in **Computer Science**

Queens, NY
June 2022

ACADEMIC PROJECTS

Programming

Queens College & Queensborough Community College

Student

- Built a web site and developed content that focused on Indian Historical sites and their cultural significance using Web Expression
- Designed my own portfolio website using WinSCP
- Created few projects using Adobe Photoshop

COMPUTER RELATED WORK EXPERIENCE

K.S Billing & Associates Inc.

Queens, NY

IT/Accounting/Insurance Services Representative

December 2020 - September 2021 / January 2022 - Present

- Manage, support, and maintain PC systems; provide both on-site and telephone support
- Troubleshoot desktop/laptop computers for software/hardware issues
- Create and handle social media accounts to advertise business updates
- Employ TLC & Personal Auto Insurance, Worker's Compensation, Disability Insurance, Business Owner's Policy, Umbrella, Home Owner's Policy using Agency Metrix
- Send out reminder of premium payments and notifies customers of any rate changes
- Review accounts receivable & accounts payable and handle all daily, weekly, and monthly invoicing
- Process transactions such as deposits, withdrawals, balance inquiries, and information
- Maintain a high level of confidentiality due to access to all bank accounts

Volt Workforce Solutions

Tucson, AZ

Tier 3 Technical Customer Service Representative

November 2021 - December 2021

- Followed documentation and training materials to diagnose, resolve and escalate customers' calls
- Developed and maintained positive customer relations while coordinating with various functions within the company to ensure customer requests are handled appropriately and in a timely manner
- Diagnosed mechanical, hardware, software, and systems failures using established procedures

CodePath.org

Remote

Tech Fellow Android Training

October 2020 - May 2021

- Learned to develop android applications as a Tech Fellow
- Built 4 applications – Twitter Clone, Flixster, Instagram Clone, and Simple ToDo using Android

IT Department, Queensborough Community College

Queens, NY

Tech Fee

September 2017 – June 2018

- Established new networks to classrooms with the help of other co-workers
- Helped students with technical issues in their work-related computer
- Assisted students to make their CUNY credentials, such as CUNYfirst, Blackboard, and Outlook to ease their transition into school
- Explained to students how to find & use their CUNY logins and the purpose of all accounts

EXTRA CURRICULAR ACTIVITIES

Sikh Club, Queens College

Queens, NY

Vice President

February 2020 – December 2021

Secretary

November 2019 – February 2020

- Maintained budgets to fund workshops, orientations and events
- Organized and managed club events held for students to raise awareness of Sikh culture amongst students with the motive of proper and appropriate utilization of funds
- Took notes of meetings and filled paperwork pertaining events
- Looked over the events and conducted them along with fellow e-board members

SKILLS

Language: Fluent in Punjabi and Hindi, Conversational in Urdu

Technical: Proficient in Microsoft Office (Word, Excel, PowerPoint), Network troubleshooting, Knowledge of HTML, Java, C++

- Tools: Cisco Webex, Office 365, GitHub and Unity 3D
- Frameworks: Eclipse, Text Pad, Visual Studio, MacOS and Windows