

PRABHLEEN KAUR

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Profile

- Proficient in Html, CSS, JavaScript, Python languages
- Exceptional problem-solving and troubleshooting skills.
- 3 years experience in providing exceptional technical and customer service
- Excellent communication skills and work in organized manner.
- Multitasking and dedicated individual having a way with people.

Skills

- **Operating System:** Windows, Linux (Ubuntu 14.04, RHEL), Unix, Mac
- **Programming Languages:** HTML, CSS, JavaScript, Python, React.js, Node.js, PHP
- **Databases:** Oracle, MySQL
- **Scheduling Tools:** Jira, Autosys
- **Integration Tools:** Git, CI/CD pipeline

Experience

M365 Business Technical Advisor

Sept 2022 – Dec 2022

Sherweb

- Assist and provide technical support for our omni channel services (phone, email, chat)
- Experience in providing technical support for Microsoft products, and help admins in administering user accounts for different M365 applications like Azure, teams for business, SharePoint, and Intune.
- Provide a customer centric approach to trouble management with the highest focus on quality
- Problem isolation and resolution
- Use knowledge database or online resources to research solutions.
- Document every step while resolving routine incidents for further investigating the root cause of the incident.

Technical Service Advisor

July 2021 – Aug 2022

Transcom

- Experience in iOS and macOS
- Provide technical support mainly via calls and following a standard call flow and problem handing processes.
- Escalated failed tasks and issues to senior support for further investigation.
- Guaranteeing customer satisfaction through attention to detail and friendly customer service.
- Resolving software issues related to multi antivirus, network adapters, virus scans/cleanups, and miscellaneous mac issues.

Education

- **Master of Science: Electrical and Computer**

Sept 2019 - Dec 2020

Lakehead University - Ontario, Canada, GPA – 3

• **Bachelor of Technology: Electronics and Communication**

Sept 2015 – Sept 2019

Guru Gobind Singh Indraprastha University (GGSIPU) – INDIA

- GPA – 3.3

Projects

Web Development

- Developed knowledge-based website for beginners trying to learn hobbies like crochet and embroidery.
- Check my website live at - <https://shanoo4.github.io/tstyle.github.io/>

Web Development

- Development of a WebApp that helps people in decision making regarding what they should have in their meal. Using HTML, JavaScript, MySQL, and PHP.

Wearable Health Monitoring System using IoT

- Designed using Lily pad Arduino, sensors, and displayed real-time data on a local server using esp8266 module. Also displayed results in chart form on ThingSpeak website.

Awards and Accomplishments

- Volunteered as a cook and did other activities at Thunder Bay Sikh Society.
- IoT and Cloud Applications-Online course on IoT employing Wi-Fi module, Arduino, and sensors.
- Member of the core team of Cultural Society during the Bachelor's degree.
- Diploma in Indian Classical Music from Prayag Sangeet Samiti, Allahabad, India.