**PRABHLEEN KAUR**

Email – [prabhleenbs12@gmail.com](mailto:prabhbs12@gmail.com) | 807-357-9728

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.