

SHEFREEN KAUR

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PROFESSIONAL SUMMARY

Recent Computer Information Systems graduate seeking entry-level IT Support role to leverage strong technical troubleshooting skills and customer service experience in dynamic technology environment.

PROJECTS

3D Village Animation (Godot, Blender, MagicaVoxel)

- Modeled buildings and characters in MagicaVoxel and Blender; imported and animated a village scene in Godot.
- Coordinated asset import and animation timing for seamless creative workflow integration
- Implemented lighting systems and camera movements to create immersive scene transitions

Business Intelligence Trading Analytics Platform

- Built full-stack application analyzing multi-asset trading data using Python, FastAPI, and Streamlit
- Designed star schema database with fact/dimension tables for optimized analytical queries
- Integrated Yahoo Finance API with automated ETL processes using Pandas for data transformation

Knowledge Synthesis Plugin for Obsidian

- Developed NLP-powered plugin for automatic concept extraction and note relationship discovery
- Built semantic analysis system to identify connections between documents without manual linking
- Implemented interactive knowledge graph visualization with concept tagging functionality
- Created summary generation feature combining information from related sources.

FalkorDB Knowledge Graph

- Deployed graph database environment using Docker-Redis with FalkorDB for knowledge relationship mapping
- Created university data model using Cypher query language based on UML class diagram specifications
- Automated graph construction and validation through custom Lua scripting and containerized deployment

EDUCATION

Bachelor of Computer Information Systems

University of the Fraser Valley | Abbotsford, BC

May 2025 | Dean's List (4.0 GPA, final semester) | Cumulative GPA: 3.24

WORK EXPERIENCE

Sales Associate | Retail (Multiple Locations) | [2023-2025] (2 years)

- ❑ Provided customer service and technical product consultation for 50+ customers daily across multiple retail environments
- ❑ Troubleshoot point-of-sale systems, payment processing issues, and inventory management software
- ❑ Trained new team members on product knowledge and customer service protocols
- ❑ Consistently exceeded sales targets while maintaining high customer satisfaction ratings
- ❑ Developed strong communication skills explaining technical product features to diverse customer base

TECHNICAL SKILLS

- ❑ **Operating Systems:** Windows, macOS, Linux
- ❑ **Hardware:** Desktop/laptop troubleshooting, peripheral setup, hardware diagnostics
- ❑ **Programming:** Java, Python, SQL, JavaScript, TypeScript
- ❑ **Ticketing Systems:** ServiceNow (familiar), IT service management
- ❑ **Game Development:** Godot, Blender, MagicaVoxel, 3D modeling and animation
- ❑ **Data Tools:** Pandas, FastAPI, SQLAlchemy, Streamlit, Plotly
- ❑ **Databases:** SQLite, FalkorDB
- ❑ **Development:** Git, REST APIs, ETL processes, Docker
- ❑ **Networking:** Basic network troubleshooting, TCP/IP fundamentals