SIMRAN DEO

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OBJECTIVE

Solution focused, customer centered individual who can pick up systems and processes quickly, I love ensuring that customer's expectations are exceeded. Adapting to different work environments, while multi-tasking assists in ensuring the smooth operation of the business. I have a genuine interest in technology and systems and take pride in ensuring that best outcomes are achieved for both the client and the organization.

EXPERIENCE

Desktop/Network Support Technician | New Era Technology

MARCH 2021 – PRESENT

- Provided excellent customer service and support and provide solutions to all clients, both internal and external
- Managed all IT assets at the assigned site including BYOD devices and Patch Panels.
- Have full Domain Control over assigned site
- Ensured that the technical users' requirements for support agreements are met for specified sites
- Provided quality onsite/remote support and issue resolution.
- Assisted and adapted to the implementation of new and existing computer network rollouts and upgrades.
- Provided a vital communication link between the client, account manager and team leader.
- Completed time-sheeting and updating of job logs, in a timely and accurate fashion in accordance with the company standards.

Software Developer C# and Azure DevOps | New Zealand Business Association

APRIL 2021 – PRESENT

- Developing an Accounting Software to help migrants, ethnic communities to do business better.
- Attending weekly meetings to discuss developments and next steps of the project
- Took initiative and used Story Boards and Sprints to choose which task to work on
- Writing code for the client or server side
    - Client-side ("Angular"): Angular v12; HTML 5; CSS 3.
    - Server-side ("Dotnet"): C#; .NET 5; ASP.NET Core; Entity Framework Core.
    - General: Git source control; Microsoft Azure
- Improving existing code by adding or refining comments and generating documentation from code
- Used Git to commit changes made to the project and created pull requests from Azure DeveOps for code review.

Software Developer | FlexiToursNZ

AUGUST 2020 – DECEMBER 2020

- Created a PDF email attachment using PDFSharp for the FlexiTours application to maintain consistency.
- Developed reports for the Ground Tour Tracker using Open XML to co-ordinate activities for drivers, staff and to track revenue.

- Understood and created a proposal in accordance with specifications and client requirements.
- Worked with project brief to develop a project plan, milestones, and software methodology.
- Maintained program level status reporting and kept the supervisor and client aware of progress.
- Responsible for coordination of testing for new change requests, including participating in testing.
- Resolved data issues that would have caused delays to the project.

Acting Manager | Kiwi Grill
MARCH 2017 – DECEMBER 2020
- Led, supervised, and trained new employees and demonstrating new and full-time employees' new procedures.
- Greeted customers in a welcoming manner.
- Processed payments via cash, eftpos and credit card.
- Ensured the work environment was always clean to avoid any possible health and safety risks e.g., slippery flood or employees wearing appropriate work shoes.
- Managed stock ordering, alerting store manager on the numbers of stocks instore.
- Solved customer complaints face to face in a professional manner.
- Dealt with staff conflict, acting as the mediator to ensure 'win-win' outcomes.
- Assisted in food preparation and cooking of food in accordance with Food and safety standards.
- Ensured the production team and front of house coordinated effectively to facilitate a smooth service delivery.

SKILLS

IT
- Knowledge of programming/Scripting Languages:
    - (Proficient) C#, SQL, MySQL, JavaScript, HTML, CSS, .NET Core
    - (Familiar) Java, Python, C++, JSON, Swift.
- Ability to listen to technical problems, diagnose computer / device problems and resolve effectively.
- Knowledge of computer maintenance and software installation.
- Experience with Active Directory, Microsoft Admin Centre, and Azure Admin

Customer Service
- Endeavors to meet customer expectations in areas such as timeliness, quality, and consistency.
- Excellent client facing skills with an appreciation and understanding of the importance of customer care.
- Ability to take ownership of the customer's needs, and always see problems through until they are fully resolved.

Communication
- Able to communicate effectively, by showing interest, carefully listening to needs of clients and staff.
- Ability to communicate confidently and effectively with people at all levels and from diverse backgrounds.

Interpersonal
- Ability to quickly build rapport with customers and calmly deal with any problems.

- Talent for interacting with the customers and co-workers in a friendly and outgoing manner.

ATTRIBUTES

- Positive, 'Can do' attitude.
- Strong work ethic.
- Flexible, adaptable.

EDUCATION

Bachelor's in Digital Technology | Manukau Institute of Technology
FEBRUARY 2018 – DECEMBER 2020

CompTIA A+ Certification
RENEWED ON 27 OCTOBER 2020 | EXPIRES ON 8 NOVEMBER 2023

New Zealand Diploma in Information Technology Technical Support
FEBRUARY 2017 – NOVEMBER 2017

INTERESTS

- **IT** – Currently working on building my IT portfolio on GITHUB Pages, which will include all projects that I have worked on during my spare time.
- **Reading** – Other than reading novels, I also read research papers and keep up with the latest technological advancements.