

JATINDER SINGH

CONTACT

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SKILLS

WEB DEVELOPMENT

HTML5/CSS3	■■■■□
SCSS	■■■■□
JavaScript	■■■■□
Typescript	■■■■□
PHP	■■■■□
JQuery	■■■■□
Ajax	■■■■□
Handlebars	■■■■□
Node.JS	■■■■□
Angular CLI	■■■■□

SOFTWARE DEVELOPMENT

Java	■■■■□
UML	■■■■□
Android	■■■■□
Python	■■■■□
C/C++	■■■■□

SOFTWARE TESTING

Selenium	■■■■□
Lean Functioning Tool	■■■■□

DATABASE

MySQL	■■■■■
MongoDB	■■■■□

SYSTEMS & NETWORKING

MySQL	■■■■■
MongoDB	■■■■□

IT METHODOLOGIES

Agile Development	■■■■□
Waterfall Development	■■■■□

LANGUAGES

Punjabi	Native
English	Professional
Hindi	Elementary

CAREER OBJECTIVE

Experienced software professional with 4 years of track record of developing and executing strategies through technical and problem solving skills in lieu of providing support, solutions, and competitive advantage to clients. Highly skilled at creating, implementing and supporting technical strategies that positively impact user experience and improve organizational outcomes.

EDUCATION

BACHELOR DEGREE

Bachelor of Science in Computer Science
Wentworth Institute of technology

Graduated AUG 2016 GPA: 3.3/4.0

MASTERS DEGREE

Masters of Science in Computer Information Systems
with concentration in Web Application Development
Boston University

Expected DEC 2020

GPA: 3.8/4.0

GIT RESPOSITORIES: <https://github.com/singhjatinder/>

SOFTWARE PROJECTS

- Checkers Online: <http://checkers.jaysingh.info/> (2020)
Developed using Angular CLI framework including HTML5 and Typescript. Specially SVG, Mouse Events and Local Storage
- Freelance Work: <https://bromptonheights.com/> (2020)
Worked with client to update content containing HTML, CSS and PHP
- SmartMirror (2016)
Developed SmartMirror product with 2 other senior students for senior project. The product contained a TV and a raspberry pi. The main page was created using HTML, CSS, AJAX, JavaScript and shell scripting
- ScheduleIt (2015)
ScheduleIt is a web application developed with a team of 5 senior students. The main purpose for this project was to create documents Software Requirements Specification (SRS) and Software Design Specification (SDS)
- Absolute Zero Learning - Mobile App – Available on Google Play Store (2015)
Developed Absolute Zero Learning application with a team of 3 junior students. Absolute Zero Learning is a game for kids in 2nd Grade or under. The application was built using Eclipse and Android Standalone SDK tools

WORK EXPERIENCE

Fuze

Escalation Engineer

Oct 2018 - present

- Developed Web application for tedious support tasks
- Created custom Splunk dashboards
- Work seamlessly between TAM, Tier 2, Sales, Marketing, and Engineering teams to ensure that client feedback is integrated with plans
- Performs timely escalations of support related issues to various departments for further analysis and resolution
- Provides Customer Education where possible to help empower for better customer-based administration of available tools
- Provides guidance and next steps to Tier 2 employees to help guide their issues to resolution
- Provide customer escalation analysis and leveraging data to drive further improvements in the platform, tooling improvements
- Documents cases, recommendations, and resolutions clearly in the KB article, Key Technical Contact for troubleshooting and debugging complex escalated issues – working with the customer, internal Third-level Engineering and Product Development teams for the resolution of high impact or pervasive issues
- Troubleshoot, replicate, and investigate application (Windows/OS X, iOS/Android), network, SSO (SAML and Oauth), web, voice, meetings backends and end-user issues

Support Engineer

Oct 2016 – Oct 2018

- Work directly with customers through phone, video call, email, and case management system to resolve issues and fulfill requests
- Created a selenium script to help with workflow
- Managed and prioritized multiple issues in parallel while meeting SLA and updating customers
- Document and escalate more complex issues to higher level technical teams

CERTIFICATES

SSE Certified (Support Staff
Excellence Certification)

STRENGTHS

- Ambitious
- Curious
- Punctual
- Lean Startup
- Team management
- Decision-making
- Teamwork
- Adaptable
- Analytical
- Persistent
- Resourceful
- Comfortable with talks

CONGNITIVE TRAITS

Planning Accuracy	■■■■■■■■□□
Flexibility with Switching	■■■■■■■■□□
Attention Control	■■■■■■■■□□
Planning Efficiency	■■■■■■■■□□

EMOTIONAL TRAITS

Emotion Identification from Context	■■■■■■■■□□
Effort with Low Chance of Success	■■■■■■■■□□
Effort for Low Reward	■■■■■■■■□□
Effort Overall	■■■■■■■■□□

SOCIAL TRAITS

Fairness	■■■■■■■■□□
Altruism Preference	■■■■■■■■□□
Learning from Mistakes Well	■■■■■■■■□□
Learning from Feedback	■■■■■■■■□□

MFS Investment Management

Automation Quality Assurance Co-op

Aug 2015 – Dec 2015

- Tested existing automated test scripts for multiple applications
- Created new test scripts using Selenium and Lean Functioning Tool Framework
- Organized and reported test results in Application lifecycle Management(ALM)
- Helped building the Selenium and Lean Functioning Tool Framework

Brightcove Inc.

Technical Support Engineer Co-op

Jan 2015 – Apr 2015

- Handled and solved customer cases through email and Live chat
- Created and documented Google Sheets Scripts to assist the Support Team
- Prioritized and Multitasked for urgent cases or when necessary
- Worked with a team of co-op engineers on special projects

CVS/pharmacy

Cashier/Supervisor

Sep 2012 – Dec 2016

- Daily cash control procedures including deposit preparation
- Manage and lead current and new employees
- Ensure customer satisfaction and resolve customer complaints
- Maintain store appearance