Jatinder Singh
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Education

Wentworth Institute of Technology, Boston, M.A	**Graduated August 2016**

Bachelor of Science in Computer Science
GPA: 3.3/4.0

Boston University, Boston, M.A	**Expected December 2020**

Masters of Science in Computer Information Systems with Concentration in Web App Development
GPA: 3.7/4.0

Skills:
- Operating System: Windows 7, Windows 8.1, Ubuntu, Linux
- Languages: Java, C++, JavaScript, SQL, CSS, HTML, Python, PHP
- Framework: Selenium, Lean Functional Tool
- Trilingual – English, Punjabi and Hindi
- SSE Certified (Support Staff Excellence Certification)

Software Projects:
- Absolute Zero Learning - Mobile App – Available on Google Play Store
  Developed Absolute Zero Learning App with a team of 3 junior students. Absolute Zero Learning is a game for kids in 2nd Grade or under. To build this game we used Eclipse and Android Standalone SDK tools.

Work Experience:

Fuze	**Boston, M.A**
Escalation Engineer	October 2018 - Present

- Work directly with customers and T2 engineers to create bug tickets.
- Created a web app to simply tedious tasks
- Work directly with developers and set expectations with customers.
- Document newly discovered solutions.

Fuze	**Boston, M.A**
Support Engineer	September 2016 – October 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 using Java and selenium
- Managed and prioritized multiple issues in parallel while meeting SLA and updating customers
- Document and escalate more complex issues to higher level technical teams

MFS Investment Management	**Boston, M.A**
Automation Quality Assurance Co-op	August 2015 - December 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.	**Boston, M.A**
Technical Support Engineer Co-op	January 2015 – April 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   **Boston, M.A**

Supervisor   September 2012 – December 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