

BALJINDER SINGH (438)

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Objective: Seeking a front-end web developer position in a dynamic organization where I can utilize my skills in cross-browser and cross-platform development, Java full-stack development, and software testing.

Summary:

A skilled front-end web developer with 1 year of experience in cross-browser and cross-platform development, Java full-stack development, and software testing. Proficient in HTML, JavaScript, CSS, Python, WordPress (PHP), and Java. Strong communication and teamwork skills, with a proven track record of collaborating with UX designers and front-end engineers to build robust platforms.

Technical Skills:

- HTML
- JavaScript
- CSS
- React JS
- WordPress (PHP)
- C++
- Java
- Unit testing
- Agile development methodologies
- Git
- JIRA

Professional Experience:

Front-end Web Intern eSky, Montreal Nov 2020 – May 2021

- Developed cross-browser and cross-platform web applications using HTML, JavaScript, CSS, and the latest technologies.
- Worked on different projects using Python, Html5, WordPress (PHP), and Java.
- Developed Java full-stack (frontend and backend) web applications.
- Conducted pair coding and provided support for software builds.
- Worked on a WordPress website [MoovinV](#).
- Extensively tested code structure and cleanliness, built and performed unit tests, and documented processes as needed.
- Worked closely with Front End engineers and UX designers to create a robust platform in which internal Endurance users can build A/B tests, launch new marketing pages, and edit templates impacting the Customer Acquisition Platform.

- Utilized agile development methodologies and Git for version control.
- Created and managed JIRA tickets to track project progress.

Microsoft 365 Technical advisor, Sher web, Montreal Quebec

Oct. 2021-Present

- Assist and provide technical support by phone, email, or chat
- Extensive usage of Rave and CMAT.
- Deal with issues occurring in SharePoint, Outlook Teams etc.
- Analyze and resolve technical issues related to our Microsoft products and services, notably Office 365.
- Lead customers through service configurations.
- Deliver and follow up on problem resolutions and customer satisfaction.
- Proactively and comprehensively document customer issues in ticketing systems.
- Using knowledge and experience with Windows (XP/Windows7/Windows 10/Mac) to provide desktop hardware & Software break/fix support.
- Troubleshoot and resolve desktop hardware, application, printing and networking issues.
- Resolve desktop issues according to defined IT/ITIL processes/procedures to meet service level objectives and user commitments.
- Using excellent people and customer service skills, manage user expectations and address escalations according to defined processes.

Education:

- Post graduate diploma in Programming and Web technologies, ISI, L'institut Supérieur d'Informatique, Montreal, Quebec May 2019 – May 2021
- Bachelor of Technology in Information Technology, Punjab Technical University, Jalandhar, India

References:

Available upon request.