

# Baljinder Singh

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## Work Experience

### Sher web — Microsoft 365 Premier Technical advisor

Oct 2021– Present

Montreal | Canada

- Demonstrated exceptional problem-solving skills by effectively troubleshooting and resolving hardware and software issues for end-users, resulting in a 90% customer satisfaction rate
- Exhibited expertise in providing top-notch technical support for the Microsoft 365 cloud platform, handling an average of 50+ cases per week, and ensuring seamless functionality for a diverse range of users.
- Proactively managed and resolved Intune cases, optimizing the efficiency of the IT support process and achieving a 70% reduction in the average resolution time.
- Played a pivotal role in assisting users with enrolling devices in Azure Active Directory and hybrid environments using Intune, contributing to the smooth functioning of 200+ devices and empowering users.
- Successfully configured, deployed, and tested SharePoint sites for 100+ customers, leading to enhanced collaboration, streamlined document management processes, and improved overall team productivity.
- Leveraged advanced ticketing systems like Rave and DFM to efficiently handle and prioritize 500+ customer support requests, consistently meeting Service Level Agreements and ensuring timely issue resolution.
- Collaborated with system administrators on compliance and security issues, proactively addressing potential vulnerabilities, and aligning the organization with standard practices to safeguard critical data and operations.

### E-Sky — Web Developer Intern

Nov

2020 – May 2021

Montreal | Canada

- Customized views on an existing web application using React.js and PHP technologies, resulting in a 30% improvement in user engagement and overall user experience.
- Played a key role in scope assessment, risk analysis, and cost analysis for a critical project feature, ensuring project success and on-time delivery within budget constraints.
- Diligently conducted unit and integration testing in adherence to design specifications and industry standards, reducing the occurrence of defects by 80% and enhancing application stability.
- Contributed significantly to the development and maintenance of the WordPress website "MoovinV," implementing custom components that aligned precisely with customer requirements, leading to a 37% increase in website traffic.
- Skillfully managed content in the Learning Management System software, consistently uploading and editing courses for 500+ users, streamlining the learning process and enhancing user engagement.
- Collaborated effectively with cross-functional teams, including designers and developers, to deliver high-quality and seamless solutions, ensuring optimal performance and functionality of the web application.

### IOS solutions— Outbound Agent

Jun 2019 – Aug 2019

Montreal | Canada

- Introducing our new and exciting cellular plans with up to 40% more data, unlimited talk time, and free access to premium streaming services, enticing non-existing customers to experience the ultimate connectivity and entertainment!
- Reconnecting with ex-customers and offering them exclusive deals on our latest plans, showcasing the significant difference in savings and benefits compared to their previous service, resulting in a 35% win-back rate and growing customer loyalty.
- Effectively exceeded sales goals by presenting company products and services to current and potential clients.
- Demonstrated ability to interact and maintain effective working team relationships with company employees, and supportive departments.
- Successfully made 20+ outbound calls daily to potential customers, promoting our products and services with a 40% conversion rate, exceeding monthly sales targets by 20%.

### ECLERX - Senior Analyst

May 2018 – Mar 2019

Chandigarh | India

- Led technical support department, assisting COX Company technicians in the U.S.A., resulting in smooth installations and live connections for 500+ devices.
- Ensured seamless connectivity for customers by making live connections after technician installations, achieving a 99.9% success rate in the first attempt.
- Actively engaged in weekly team meetings, providing valuable input on case backlog, technical processes, and new departmental procedures.

**Commented [1]:** 1. (All areas highlighted in yellow needs your minor details)  
2. (Keep the top 4-5 most relevant bullet points only in each experience)  
3. If you keep Job specific relevant pointers, you shall have 1 pager CV  
4. All X & XX%, PLEASE ADD relevant numbers as per your comfort

- Guided new analysts, answering tech queries, escalating cases, and facilitating comprehensive process development, leading to a 70-80% improvement in analyst performance.
- Analyzed large datasets using Excel pivot tables and managed monthly reporting to 15-20 clients detailing program volume, savings, and performance
- Managed projects and served as primary liaison between client, multiple cross-functional teams, and off-shore support team to ensure clarity of goals, data quality, and adherence to deadlines

#### UCITMS - Conference Coordinator

Aug 2016 – Mar 2018

New Delhi | India

- Skillfully monitored call quality and implemented feedback-driven improvements, resulting in a 30% of calls meeting or exceeding company standards, effectively enhancing overall customer satisfaction.
- Exemplified exceptional coordination skills by seamlessly managing meetings as a dedicated coordinator, expertly patching over 150 callers into their respective pools, thus facilitating efficient and productive communication flow.
- Displayed adeptness in client queue management, diligently resolving a daily influx of 50+ tickets and emails, consistently ensuring prompt and satisfactory resolutions to clients' concerns and inquiries.
- Demonstrated strong leadership and organizational capabilities by efficiently balancing ticket workloads for team members, optimizing team productivity and performance, leading to a significant 60% increase in overall output and efficiency.

### Education

#### ISI, Institute Supérieur d'Informatique, Canada

May 2019 - May 2021

Postgraduate Diploma in Programming and Web Technologies

**Courses:** C, C++, C#, SQL, Java, Android JavaScript, Node.js, Angular JS, React, PHP, HTML5, CSS3, Bootstrap

#### Punjab Technical University, India

Mar 2012 - Apr 2016

Bachelor of Technology in Information Technology

**Courses:** Computer Architecture, Digital circuits and logic Design, OOPS using C++, Data structures, Operating systems, Computer Networks, Microprocessors and assembly language, System analysis and design, Java, web technologies

### Certification

- Event Organizing Team Member for Annual Functions (College).
- NCC Cadet Volunteer in NCC Camps.

### Skills & Interests

**Technical Skills:** Proficient in Java, C++, PHP, JavaScript, React.JS, SQL scripting, PowerShell, ITSM, DFM, Rave, DFM, ServiceNow, Intune, Active Directory, Azure Active Directory, SCCM, Visual Studio Code, IntelliJ, Windows, Windows Server 2016/2018, MAC OS, SQL Server, hardware assembly, peripheral device setup, and operating system configuration, Intune, Azure, M365 suite: Exchange online, endpoint security, Git, Jira.