MANDEEP SINGH
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OBJECTIVE

Motivated IT professional aiming to contribute as a Level 1 Analyst at the RCMP. Bringing a strong foundation in IT support, problem-solving, and customer service, with an eagerness to learn and grow within the RCMP's dynamic IT environment. Committed to enhancing RCMP operations through diligent support and innovative IT solutions.

EDUCATION

- **Computer Programming, Co-op option – ALGONQUIN COLLEGE**   **May 2023 – June 2025**
  - Dean's Honours List
  - Cumulative G.P.A. (3.76)

Courses: Data Structures, Java, OOP, Database Management, Linux, Cybersecurity Fundamentals, Networking Basics, Mobile Graphical Interface Programming, Web Programming, COBOL, Systems Analysis and Design, Agile Methodologies, Business Programming.

PROGRAM-RELATED SKILLS

- **Data Analysis & Management:** Proficiency in data sorting, indexing, querying with MySQL, Oracle, and PL/SQL; experienced in developing and implementing data quality frameworks and master data management.
- **Design & Quality Assurance:** Basic knowledge of graphic design principles and user experience design. Experience in designing electronic forms and conducting quality assurance testing to ensure functionality and user accessibility.
- **Cyber Security Concepts:** Basic knowledge of cyber security principles, including threat analysis and EDR tools.
- **Cloud Technologies & DevOps:** Solid understanding of cloud infrastructure, cloud CLI, DevOps practices, JSON, PowerShell scripting, and Infrastructure as Code Templates. Familiar with cloud networking and security administration.
- **Web Development:** Proficient in HTML/CSS and JavaScript, familiar with PHP and Web Programming concepts.
- **Programming & Development:** Proficient in Java, .NET, Python, and COBOL with practical experience in both front-end and back-end development, including mobile application security and deployment.
- **Agile Methodologies:** Experienced in Agile principles and practices, including Scrum, for efficient project management and team collaboration.
- **Software Tools:** Eclipse, IntelliJ IDEA, Visual Studio, MySQL Workbench, VMware workstation, SQL Server Management Studio (SSMS), MongoDB Compass.

SOFT SKILLS

- **Analytical Skills & Attention to Detail:** Exceptional ability to identify, report, and track bugs/issues with a focus on delivering high-quality solutions.
- **Team Collaboration**: Effective teamwork skills, with experience working in multi-disciplinary teams to achieve project goals.

- **Communication:** Strong oral and written communication skills, essential for team meetings, providing recommendations on testing procedures and processes.

ACADEMIC PROJECTS_____

Team Leader - Inventory Management System   **October 2023-December 2023**

- Description: Created an application to manage inventory for a small business, including features for adding, updating, and tracking inventory.
- Skills Demonstrated: Database management with MySQL or Oracle, backend development with PHP or Java, and front-end development with HTML, CSS, and JavaScript.

Individual Project – Personal Portfolio Website   **October 2023-November 2023**

- Designed and implemented a fully functional portfolio website using HTML, CSS, and JavaScript and used PHP as backend. The project emphasized user-friendly form design and efficient data collection methods.

Team Member - Linux Shell Scripting Project   **July 2023-August 2023**

- Description: Wrote a series of Bash scripts to automate common tasks on Linux, such as file management, system monitoring, or backup operations.
- Skills Demonstrated: Demonstrated proficiency in Bash scripting and Linux system knowledge for efficient task automation.

OTHER WORK EXPERIENCE_____

Supervisor, McDonald's   **June 2023- Present**

- Enhanced customer service, leading to a 20% increase in customer satisfaction ratings.
- Excelled in a fast-paced environment, managing a team of 15 employees. Proactively identified and resolved operational bottlenecks, which led to a 10% increase in team productivity. Implemented a dynamic scheduling system to adapt to fluctuating customer volumes, significantly reducing wait times.

VOLUNTEER EXPERIENCE_____

Volunteer, Khalsa Aid

- Achieved a 30% reduction in scheduling conflicts, as reflected in volunteer availability reports, by optimizing scheduling processes and enhancing communication.
- Helped improve local food security and increased the efficiency and productivity of the team.

ADDITIONAL INFORMATION_____

- **Continuous Learning:** Completed a self-taught Web Development course, focusing on HTML, CSS, and JavaScript.
- **Interests:** Deeply interested in exploring the intersection of technology and creative storytelling through mobile app development.

REFFERENCE_____

- Mr. Naveen Varma Gadiraju: CRA-ITB | PRI 55371910 | IT Developer
- Mr. Dhaval Vasveliya: IT Developer, Canadian Revenue Agency (CRA)
    - vasveliyadhaval04@gmail.com
- Mr. Sidak Singh Kochar: IT Infrastructure Support Analyst, Canadian Revenue Agency (CRA)
    - sf15t2222@gmail.com