

Upinder Bains

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EDUCATION

University of Waterloo

Master of Applied Science, Chemical Engineering

Concentration: Dispersion Rheology

Dissertation: "In-Situ Continuous Monitoring of Catastrophic Phase Inversion and Viscosity of Pickering Emulsions"

Waterloo, ON

October 2018

Sri Guru Granth Sahib World University

Bachelor of Engineering, Nanotechnology

Thesis Title: "Synthesis and Characterization of Zinc and Yttrium based Metal Organic Frameworks for Dye Decolorization"

India

July 2015

EXPERIENCE

Order Support Specialist

July 2019 – Feb 2020

Majorel, Waterloo

- Offer support and solutions to customers utilizing established service de-escalation techniques, and update information within the database after each interaction
- Assisting in Delivery Management and providing efficient troubleshooting and query resolution using SAP and other technologies
- Resolving issues with order management by interacting with other teams such as Logistics and front-line support

Graduate Research Assistant

January 2017 – April 2018

Rheology Lab, University of Waterloo, Waterloo Ontario

- Execute on strategy by developing and performing laboratory experiments to obtain a fundamental understanding of the emulsion rheology and related challenges
- Competences within material science relation to emulsion rheology in relation to material characterization and rheological behavior

Teaching Assistant

September 2016 – December 2016

University of Waterloo, Department of Chemical Engineering

- Created tests and assignments, managed course grades, and conducted tutorial sessions twice every week for over 100 students.
- Mentored students to provide individual instruction and explanation during office hours on a weekly basis for multiple courses

Embedded System Design Intern

February 2015 – July 2015

Netmax Technologies, Chandigarh, India

- Embedded system design using Orcad design layout software and its programming using Arduino platform

PROFESSIONAL DEVELOPMENT

Graduate Diploma (GDip) in Business and Entrepreneurship

August 2016

ExpecTations Communications (TA) workshop

May 2016

WHIMS and OH&S training

January 2016

RESEARCH PUBLICATIONS

Bains, U.; Pal, R. In-Situ Continuous Monitoring of the Viscosity of Surfactant-Stabilized and Nanoparticles-Stabilized Pickering Emulsions. *Appl. Sci.* **2019**, *9*, 4044

SKILLS

Computer: SAP, Excel, HTML, JavaScript, Python, SolidWorks, MS Word, Power Point, Inkscape

Language: Fluent in English, Punjabi, Hindi