

JASWINDER SINGH

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Professional Summary

- Customer Service Representative focused on resolving user software inquiries across a variety of platforms seeking to bring outstanding technical knowledge.
- Skilled Technical Support Student successful at using personal judgment and advanced technical acumen to make an positive impact on Customer.
- Forward-thinking and resourceful professional with a diligent mindset and disciplined approach. Ready to bring and gain experience in a challenging new role with Apple.
- Software Technology student with the capacity to quickly learn and synthesize new networking technologies.
- Analytical mindset effective at technical support and reporting. Highly computer-savvy.
- Energetic Being who provides the experience and critical thinking necessary to successfully facilitate client relations.

Skills

- Creative learning strategies
- Student-centered learning
- Positive learning environment
- Group learning mechanics
- Analytical and critical thinker
- Knowledgeable in Mac systems
- Fast learner
- Coursework includes Java and Visual Basic
- Continuing education in Software

Work History

Security Guard

Securitas

Apr 2018 - Jul 2018

Toronto, ON

- Secured premises and personnel by patrolling property and monitoring surveillance equipment.
- Completed reports by recording observations and occurrences and interviewing witnesses.
- Inspected and adjusted security systems, equipment, and machine
- Answered alarms and investigated disturbances.
- Verified each individual's right to enter restricted areas and denied access to unauthorized persons.
- Patrolled commercial property and the associated parking garage.
- Detected and apprehended any unauthorized personnel.
- Directed guests around the building and answered questions regarding accessibility.
- Delivered accurate verbal and written reports to company personnel.

May 2017 - Aug 2018

Sri Ganganagar, RJ

Technical Consultant

Emulation Software Technologies Pvt. Ltd.

- Cultivated and maintained a network of lucrative clients.
- Provided customers with helpdesk support and troubleshooting on printers, PCs and laptops and mobile devices.
- Diagnosed and troubleshooted UNIX and Windows processing problems and applied solutions to increase company efficiency.
- Reworked applications to meet changing market trends and individual customer demands.
- Collaborated in team-based, Agile environment to accomplish objectives in a measured and open manner.
- Reviewed code and debugged errors to improve performance.

Education

High School Diploma

School of Education, Research & Innovation

2015

Delhi, RAJ

GED: Computer Science and Programming

Emulation Software Technologies Pvt. Ltd.

2017

Sri Ganganagar, RAJ

GED

Centennial College - Progress Campus

2019

Toronto, ON

Certifications

- I have completed two years diploma in software engineering and programming. I
- have scored an efficient band score of 7 in the IELTS.
- Currently pursuing Software Engineering diploma from Centennial College, Scarborough.
- Certification in Java

Accomplishments

- Failed on various levels of life
- Conferenced out of the National Defence Academy of India
- Got accepted by a Canadian college and obtained my study visa
- Worked hard as bike messenger and food delivery