

SUMMARY

Computer Science graduate with 2+ years of professional experience spanning software development, technical support, IT operations, and data automation. Built and tested production-grade applications in Java and JavaScript, including a Firebase event platform, with strong CI/CD and testing discipline (JUnit, Jest, GitHub Actions). Ranked #1 of 20 advisors with 98% CSAT supporting a Fortune 100 client, and trusted with solo ownership of ITSM change management at two Ontario government ministries.

EDUCATION

Bachelor of Science (Honours) – Major in Computer Science

Jan 2021 – Oct 2025

Brock University

- **GPA: 3.7 | Dean's Honours List** (2021, 2022, 2024) | **Scholarships:** Joyce Family Foundation (\$8000).
- **Relevant Courses:** Mobile Computing (88%), Software Engineering (90%), Artificial Intelligence (84%), Advanced Data Structures (91%), Computer Networking (84%), Genetic Programming (86%), Intro to Cyber-Security (100%).

WORK EXPERIENCE

Technical Support Advisor

Aug 2025 – Present

Concentrix Corporation

- Resolved 40 to 50 customer interactions daily for a Fortune 100 technology client, achieving 98% CSAT, 100% QA, and 8% escalation rate while ranking first among 20 advisors on a team ranked #1 across 12 site teams.
- Systematically identified recurring patterns across documented findings to engineering groups, prompting product fixes or troubleshooting guidance for future contacts.
- Trained 7 new hires and peers on troubleshooting workflows, documentation standards, and escalation procedures, enabling faster onboarding and independent resolution of complex issues.
- Managed 900+ cases requiring multi-step identity verification and payment data handling, maintaining 100% adherence and schedule compliance with zero security incidents.

Data & Automation Analyst (Co-op)

May 2024 – Aug 2024

Ministry of Public & Business Services (MPBSDP)

- Coordinated 20 to 40 change records weekly (ITSM platform, SharePoint, Power BI), standardizing documentation and following up on approvals to contribute to an observed 10 to 20% improvement in approval cycle efficiency.
- Built a SharePoint site from scratch for a newly formed Problem Management team, embedding Power BI dashboards and timelines to enable 200 to 250 users to access project updates and incident status without direct outreach.
- Presented the SharePoint site to 300+ ministry staff and managers, translating site functionality into plain-language guidance for non-technical audiences and implementing automated email notifications on manager request.
- Facilitated 15 to 16 weekly CAB meetings, gathering updates from change owners, sequencing agenda items by priority, and presenting Power BI summaries to senior managers and technical leads to keep approvals on track.

Junior Technical Analyst (Co-op)

May 2022 – Dec 2022

Ontario Ministry of Transportation (MTO)

- Owned the ITSM change management process solo after one week of onboarding, processing 25 change requests per week from intake to deployment and enabling technical analysts to focus on higher-priority project delivery.
- Coordinated weekly CAB meetings as sole lead, preparing change packages (implementation plans, testing evidence, approval records) and briefing managers on changes, reducing team burden by an estimated 15 hours per week.
- Tested and redesigned 20 government websites against WCAG, generating per-site severity reports with recommendations and closing semantic HTML, keyboard navigation, and contrast failures.

- Generated exception reports for COTS applications and remediated front-end accessibility issues on the ministry's internal contract budget and invoicing system, translating WCAG compliance gaps into targeted code changes.

PROJECTS

VillageWar

Mar 2026

Multithreaded JavaFX Client-Server Strategy Game

- Architected a multithreaded TCP client-server strategy game in Java 17, assigning each client an independent thread to process requests sequentially and prevent slow operations from stalling others.
- Implemented 28 JUnit 5 tests achieving 100% coverage of core game logic across combat resolution, state transitions, request dispatch, and turn-order validation, automated via Maven and GitHub Actions CI/CD.
- Designed a layered MVC/MVVM architecture across 10+ packages and dozens of classes, incorporating Abstract Factory, Adapter, and Enum-based request dispatch patterns to decouple game domain, networking, and UI layers.
- Built a JavaFX desktop client with async TCP networking, routing all socket operations to background threads and confining UI updates to the JavaFX Application Thread to eliminate freezes during live server communication.

Festify

Apr 2025

Full-Stack Event Management Platform

- Engineered a full-stack event management platform in JavaScript and Firebase with role-based access control, enabling organizers to manage events and attendees to purchase and validate tickets in one unified platform.
- Designed the Firestore schema from scratch to prevent data mismatches, enabling a real-time organizer dashboard across 1,000+ records and a validation flow ensuring only valid, unused tickets were accepted at check-in.
- Configured the Jest testing framework from scratch with mock Firebase modules, writing 29 tests across 6 suites covering event creation, authentication, and ticket purchase logic to enforce regression safety on every commit.

NewsHub

Jan 2025

Android News Reader

- Built a production-hardened Android news app in Java across 7+ screens (headline fetching, category browsing, 13-locale search, WebView reading, Room bookmarks), delivering a seamless self-contained reading experience.
- Decoupled all Retrofit and NewsAPI calls from the fragment lifecycle using a centralized AppExecutors threading model, eliminating crash risks and UI inconsistencies during rapid navigation with 100 to 200+ article feeds.
- Integrated a Hugging Face summarization API as an optional reading layer, delivering condensed summaries asynchronously on the background thread to help users quickly assess long-form articles before reading in full.

SKILLS

Languages: Java, JavaScript, SQL, C++, HTML, CSS.

Web Dev and Full-Stack: Firebase, Bootstrap, REST APIs, JavaFX, Android SDK, Android Studio.

Testing and QA: JUnit 5, Jest, Manual Testing, WCAG Accessibility Testing, Test Plan Design, Defect Documentation.

DevOps and Version Control: Git, GitHub, GitHub Actions, Maven, CI/CD Pipelines.

Data and Reporting: Power BI, Microsoft Excel, SharePoint.

ITSM and Process: ITSM Change Management, CAB Facilitation, CRQ Processing, Incident Management, Problem Management, Release Management, Agile, Scrum.

AI and ML: Machine Learning, Artificial Intelligence, Genetic Programming.

ACTIVITIES & INTERESTS

Languages: English (Fluent), Hindi, Punjabi.

Activities: Unibuddy Student Ambassador (2 years), Restaurant Server (4 years), Computer Science Club (4 years).

Interests: Sports (Cricket, Badminton, UFC), Working out (Bench: 225), The Office, Solving Rubik's Cubes (<40 seconds).