

Jagraj Singh

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LinkedIn: <https://www.linkedin.com/in/jagraj-singh-877b2673/> | GitHub: <https://github.com/ITJagraj>

Portfolio: <https://itjagraj.github.io/>

FRONT END WEB DEVELOPER

Innovative Front-End Developer responsible for building responsible websites. Prepared to adept and excel in solving complex problems. Actively looking for a job.

Technical Skills

Languages	: HTML5, CSS3, Javascript, jQuery, Bootstrap, APIs
OS	: Windows, Linux, Mac
Database	: SQL Server
Tools	: JIRA and Confluence, GitHub, Oracle VirtualBox
Applications	: MS Word Excel, Power Point, Outlook

Technical Projects

Code-refactor | <https://github.com/ITJagraj/Code-refactor>

- Did a couple of changes in the website to make it more accessible for search engines
- Tools used: HTML5, CSS3

Run buddy | <https://itjagraj.github.io/run-buddy/>

- A website that offers fitness training services
- Tools used: HTML5, CSS3

Taskmaster-pro | <https://itjagraj.github.io/taskmaster-pro/>

Work Experience

Technical Support Analyst, CNB Computers, Mississauga

Aug 2018-Sept 2020

- 2 years of experience with server and application software that includes Windows 10, Windows Server 2012, Active Directory tools
- Assist in providing technical assistance ranging from system information and/or documentation to system configuration and problem resolution
- Install and configure mobile devices and tablets
- Asking customers targeted questions to quickly understand the root of the problem
- Troubleshoot various technical issues dealing with printers, network, and phone systems
- Mentoring other help desk personnel on hardware and software problem analysis and resolution

- Resolve problems and service requests in a timely and professional manner and escalate to other members of the IT Department when required
- Install and support desktop end-user applications including Microsoft Office 365, Outlook, and Internet browsers within established standards and guideline
- Monitor and Follow up the open tickets and ensure they are close on time and meet client expectation

Network Operations Centre Engineer, Blackberry, Waterloo

Jan 2018 -Apr 2018

- Responsible for day to day Windows, Linux and Network administration and problem solving.
- Continuous improvement of the Agile approach, testing tools, methods and effectiveness and efficiency of testing
- Work as part of a team to log and resolve any incidents ensuring that strict service level agreements are met always
- Escalate any incidents that cannot be resolved within specified times frames to the relevant operations or engineering groups and work with them as a team until the incident is resolved
- Document and record steps taken towards resolution of an incident and add this to the knowledge database for future referral
- Ensure the upkeep and continuous improvement of the BlackBerry Infrastructure by performing periodic maintenance
- Act as the first point of contact for any network related problems between the BlackBerry NOC and the carrier partner's NOC
- Act as the second point of contact for any customer related problems which are raised with the BlackBerry care organization and then escalated to the BlackBerry NOC
- Actively participate in, and suggest, projects to improve the environment
- Troubleshooting and analysis of complex client issues
- Strong people skill with demonstrated ability to provide impeccable customer service and resolve issue in a professional manner

Education

LAMBTON COLLEGE, Sarnia, Ontario

Sept 2016-June 2018

Post graduation in Information Technology

CHANDIGARH ENGINEERING COLLEGE, Punjab, India

Sept 2011-Apr 2015

Bachelor of Technology in Information Technology