**Profile**

I have hands-on experience in information technology both in software application development and network infrastructure mainly using Microsoft Technologies from .Net platform with Visual Studio, MS-SQL server database to Windows Servers and user support. I bring the skillsets and experience to succeed by taking initiative, responsibility and professionalism in team work to meet targets collaboratively, collectively and individually. After IT career I was employed in Transportation, Warehousing and Logistics. More recently I have been very keenly interested in Salesforce Developer and Administrator and have dabbled into Trailhead starting to learn on my own. The keen interest has matured into deciding to make Salesforce my career now. Keeping in mind my previous IT experience, being a quick learner with problem solving skills, I am very confident to grow into Salesforce technology with the company interested to give me a chance.

## Certifications and Education

* Microsoft Certified Professional (MCP)
* Microsoft Most Valuable Professional (MVP) 2008, 2009
* BCIT, Burnaby – IT related courses taken - 33 credits Visual Basic, SQL Server, Databases etc.
* Digital Authorized Training Centre, India - **Unix and C Certificate**
* National Institute of Information Technology, India - **Systems Management Diploma**
* Government College, Punjab University - India - **Bachelor of Commerce Degree**

## Computer Technical Skills & Expertise

|  |  |
| --- | --- |
| Technical Skill | Number of years used+ |
| VB.NET, ASP.net, Visual Basic 6, FoxPro, Crystal Reports, Access; IIS, ASP, VB Script, HTML, XML; C, Pascal, Micro PC Assembler. | 8 |
| Windows Server 2012/2008/2003, Small Business Server 2011/2008/2003, Exchange Server 2010/2008/2003, Microsoft Office (expert in all applications), Windows 7/Vista/XP (expert in all operating systems including DOS), Terminal Services / VPN /, Laptop/Desktop/Server Hardware Maintenance/Upgrade/Repair (HP, DELL), Network Printing / Scanning / Multifunction Devices, Firewalls / Routers / Bridges / Switches / Cabling (Mainly Sonicwall, Linksys, Dlink, Netgear), Antivirus (Trend Micro, McAfee), Veritas Backup Exec 12, 11, 10. | 10 |
| SQL Server 2008/2005/2000/7/6.5 | 6 |
| LAN/WAN | 10 |
| TCP/IP, DNS, DHCP | 10 |
| Virtualization | Familiar |

## Skills & Expertise

* Excellent communication, organization, and team working skills
* Many years of experience in customer service and computer technical support
* Creative problem solver, positive, self-starter, proactive, full of positive energy
* Able to identify needs and source appropriate solutions
* Hard working, reliable and able to work well under pressure
* Excellent communication, organization, and team working skills

## Work Experience

Locher Evers International - New Westminster, BC **One Year**

**Network/User Support & Programmer -**

Achievements: Good exposure to SQL Server, VB.net, Windows server network and desktop support.

Compuwork Pacific Inc. - Vancouver, BC **Two Years**

**Application Developer -**

Achievements: Excellent exposure to VB programming skills augmented my SQL experience.

Jio Infotech Inc. - Surrey, BC **Ten Years**

**Principal Consultant**

* Managed project teams – company resources and client resources.
* Conducted client discovery sessions to determine needs and used these sessions to market additional services; primary recommendation was to utilize Microsoft Small Business Server product line and offer a scalable, affordable platform which achieved 97% client satisfaction.
* Determined future state and infrastructure needs, proactively sourcing to prevent downtime.
* Developed IT governance plans to facilitate network growth and planned for seamless upgrades of servers/systems.
* Responsible for the company CRM and time and billing software (Connectwise) from initial installation to regular maintenance.
* Projects:
(i) Environment: Dell Server and SonicWall firewall and WiFi, Active Directory, Group Policy, Security Groups, Exchange 2007 email server. Initial setup and regular monthly maintenance and monitoring.
(ii) Environment: HP server migration from original Dell Server with the same Windows Server operating system and zero downtime, including AD, group policies, security groups, email server data, file server data, swap to the new production server at the cut-off time and no desktop had to be touched. There was no downtime (except for cut-off time of 2 hours) as the old server kept working until the new server was prepped, migrations done, to the point of cut-off.
(iii) Four year old HP had a raid failure on the file server data volume (three volumes on the server, first the OS, second the Exchange data, third the file server data). With email and exchange intact, file server data was moved to a share for current projects to be continued to be worked on by staff within the hour of failure. A brand new HP server was specked with new server operating system, ordered and with a 4 days of shipping, the new server was prepped, setup, configured and data migration done.
(iv) Monthly maintenance contracts, 24x7 monitoring of network resources, proactive and worry free support to clients.
* Projects: Not for profit clients for their network and server work, firewall, helpdesk, backups (i) Coaches Association of BC (ii) Canoe Kayak BC (iii) Badminton BC.
* Projects: Partner with JBL Networks and work on their clients for helpdesk, maintenance, support, server work, network switches, firewall, backups. Some client names (i) Stevens Virgin Law Corporation (ii) ACM Environmental and (iv) Focus Foundation of BC.
* Hardware and Software Reseller: Sourced own equipment and licensing for clients through distribution channel.
* Generate new business and projects, work on marketing and sales, and attend sales meetings.
* Achievements: Founded and worked in the company in various roles from sales and marketing to technical and project execution, implementation, support and maintenance.

Amazon Distribution Center Nine Months
employed under DEC Fleet Services | Burnaby, BC

*DEC Fleet Services delivers Amazon’s online ordered packages to residential and commercial addresses and customers.*
Amazon is *the largest Internet-based retailer in the world by total sales and market capitalization.*

Manager – Operations and Dispatch

Drive suitable talent strategies. Provide coaching and counseling on employee performance and discipline issues. Championed Process implementation and sustainability at the very first Amazon Distribution Center facility in Burnaby. Focused on Processes to ensure consistent and sustainable excellence for customers and to grow the business. Led a team of 3 dispatcher personnel and 50 driver associates.

* Liaison for Amazon managers ensuring performance and standard work procedures (sop).
* Provide direction, coaching and supervision to align the objectives and strategy to achieve desired results.
* Liaise with leasing company, ICBC insurance agent and head office to being 35 new vehicles into the fleet.
* Dealt with issues around progressive discipline, job evaluations and leaves of absence resulting in performance improvement.
* Devised recruitment strategies that produced a pool of suitable and tested driver associates.
* Increased routes from average of 10 routes per day to 23 routes per day for regular runs.
* Implemented Amazon’s “same day delivery” with 23 additional same day routes, added additional smaller same day delivery vehicles and new drivers. Process and training with new same day delivery.
* Meetings with Amazon staff and alignment of process with standard work, updated training/retraining of drivers.

Trican Transport Ltd, Surrey, BC Four Years
Triple Eight Transport, Abbotsford, BC
Challenger Motor Freight, BC
Challenger, Triple Eight and Trican are long haul tractor trailer freight transportation companies moving freight covering USA and Canada.
Trip planning delivery of freight, Electronic logs, Border crossing and customs document, Bill of Lading and Manifest.

Maersk, Delta, BC One Year
Maersk is a global organization in Warehousing & Distribution offering third party services.
Walmart, Surrey, BC
Walmart is the largest retailer in the world helping customers save money and live better.
Since January 2022 working in the yard as shunt driver gaining knowledge and experience of container movements in the yard for the three clients TJX, Walmart and Princess Auto. Organizing yard and flow of trailers and containers between docks, loaded yard and empty yard. Stay on track with the plan organized by dispatch.