GURNEET SINGH

SOFTWARE DEVELOPER

WESTAMPTON, NJ | (609) 328-1012 | SINGHGURNEET.IT@GMAIL.COM | LINKEDIN

Dedicated, detail-oriented professional with a wealth of technical expertise and a strong foundation in full-stack development, specializing in Java, JavaScript, Python, HTML, and C++. Adept at debugging and optimizing applications to deliver impactful, scalable solutions. Proven success in freelance development, including designing remote-access applications for logistics companies and streamlining IT workflows. Passionate about problem-solving, continuous learning, and leveraging technology to enhance efficiency and user experiences.

• IT Support & Troubleshooting	• Performance Optimization	• Testing & Quality Assurance
• Debugging & Problem-Solving	• Software Development	• Technical Documentation
• Solutions Testing	• Software Programming	• End-User Support
• Root Cause Analysis	• Website Development	• Industry Best Practices

PROFESSIONAL EXPERIENCE

Freelance | Remote   2022 – Present
Independent software developer and consultant

Full Stack Developer

Designs, develops, and deploys scalable web applications that streamline operations and improve efficiency. Collaborates with clients across various industries to understand business needs, implement customized solutions, and drive digital transformation. Utilizes expertise in full-stack development, API integration, and backend optimization to enhance user experiences.

- Developed a remote-access app for a trucking company, improving dispatch efficiency by enabling drivers to access tracking and communications from in-truck tablets, thereby reducing calls from 50 to 10 per day and emails from 25 to 3.
- Designed and deployed a logistics tracking system for a company managing 50-75 trucks, streamlining driver workflows, reducing input errors, and enhancing operational efficiency by automating GPS tracking and proof-of-delivery submissions.
- Developed a scheduling and timesheet confirmation application for a healthcare services provider, eliminating manual email-based tracking for 75-80 employees and reducing managerial workload by 7 hours per week.
- Grew a freelance client base from 5 to over 22 clients in one year, driven by word-of-mouth referrals, and maintained a strong reputation for delivering high-quality, impactful solutions.
- Developed and optimized a website for a multi-location car wash business, integrating online ordering and reducing in-person sales time per customer from 5-7 minutes to 1-2 minutes.
- Designed and deployed full-stack solutions using HTML, CSS, Java, JavaScript, React, Node.js, Python, and C++, ensuring performance, scalability, and cross-browser compatibility.
- Implemented API integrations, database optimizations, and backend functionality to enhance system reliability, improve security, and support seamless user experiences.
- Provided consulting, training, and documentation to ensure clients could maintain and scale applications post-launch.

Spencer Spirit | Egg Harbor Township, NJ   2023
A retail brand focusing on entertainment products

IT Support Specialist

Played a key role in streamlining operations, reducing IT support requests, and enhancing troubleshooting efficiency, notably by leveraging automation, documentation, and proactive monitoring to improve system performance and minimize downtime.

- Developed an internal knowledge base with over 100 troubleshooting topics (HTML, PHP, CSS, Java, JavaScript) in 4 days, enabling a 9-member IT team to efficiently manage over 1,500 servers and reduce the time spent on issue resolution.
- Implemented an automated request form, reducing IT service request processing time from 3 weeks to 1.5 weeks by eliminating unnecessary approvals and streamlining communication.
- Minimized system downtime by 10% by setting up automated usage notifications for servers exceeding 90% capacity.

IT Support Specialist (Continued)

- Optimized system performance by implementing automated restart scripting, ensuring devices were rebooted every 30 days.
- Collaborated with Server Administrators to optimize Microsoft and Azure toolsets, introduce features, and drive productivity.
- Documented and analyzed toolset usage (Outlook, Teams, OneDrive, SharePoint, Azure) and authored internal guides to support user adoption and reduce IT support dependency.
- Designed and implemented training sessions to equip teams with knowledge of system enhancements and best practices.
- Assisted in server maintenance, including patching, upgrades, and troubleshooting to ensure secure and efficient operations.

Tender Care | Union, NJ 2023
Empowering adults with developmental disabilities to live independent, fulfilling lives

IT Infrastructure Associate

Garnered hands-on experience in IT infrastructure management, technical support, and process optimization. Took ownership of improving system efficiency, reducing IT workload, and enhancing user experience through website enhancements, database management, and workflow automation.

- Developed a timesheet submission system to replace email-based submissions, resulting in a 70% reduction in caretaker-related IT support calls and an improvement in accuracy.
- Redesigned the company website in 2 weeks, resolving functionality issues and improving accessibility for employees and clients.
- Created customized access levels based on staff role requirements to enhance security and minimize troubleshooting.
- Implemented technical troubleshooting guides to support a workforce of 30 full-time caretakers and 190 family caregivers.
- Supported onboarding for 15 new hires, setting up IT access, credentials, and user-friendly technical documentation.
- Managed and optimized the company's records database, improving data accuracy and streamlining IT support processes.
- Collaborated with vendors to resolve hardware and software issues, minimize downtime, and ensure seamless operations.

ADDITIONAL EXPERIENCE

FREELANCE, Logistics Coordinator (2021 – Present)
Managed operations for 20 trucks, ensuring on-time deliveries and regulatory compliance for drivers and owner-operators. Negotiated rates, optimized routes, and maintained records to streamline operations and uphold service standards.

AMAZON, Inventory Operations Specialist (2019 – 2021)
Resolved inventory discrepancies and maintained workflow efficiency for a 40-person team. Provided troubleshooting support, processed damaged inventory, and implemented tracking solutions to improve operational efficiency.

EDUCATION & CERTIFICATIONS

NEW JERSEY INSTITUTE OF TECHNOLOGY, Master of Science - Computer Science (In Progress)
ROWAN UNIVERSITY, Bachelor of Science - Computer Science
W3SCHOOLS, Certified Java Developer | Certified React Developer | Certified SQL Developer

SPECIAL PROJECTS

CRYPTO PAPER TRADING PLATFORM: Built a full-featured simulated crypto trading platform (React, Node.js, Java, MySQL) with live CoinGecko API data, limit/fractional trading, real-time graphs, and user portfolio management.
AUTOMATED DEPLOYMENT SCRIPT: Developed a Python script reducing VMware/Azure deployment time by 50%.
MONITORING DASHBOARD: Designed a real-time server monitoring tool (Node.js, MySQL, Chart.js) with live feeds/alerts.
HEALTHCARE DATABASE: Centralized caretaker and special needs patient data, optimizing structure for performance.
INVENTORY MANAGEMENT SYSTEM: Designed a PHP/MySQL-based tool for IT asset tracking with low-stock alerts.

TECHNOLOGY & SOFTWARE

HTML | Python | Java | JavaScript | C++ | C | MySQL | Node | React | Git | Azure | SharePoint | VCenter | VMware | PHP | Frontend | Backend | Full-Stack | Server Admin | Microsoft 365 | Microsoft Power Platform | Microsoft Azure | AWS | Databricks Active Directory & Group Policy | CSS | Bootstrap | Tailwind CSS | ServiceNow | Git | GitHub

LANGUAGES

English (Proficient) · Hindi (Proficient) · Punjabi (Proficient) · Urdu (Proficient)