



RAJBIR DEOL

EXPERIENCE

SR. SYSTEM DEVELOPER

The Co-operators

Jan 2021 - Mar 2023

- Heavily worked on integrations which required development of custom REST APIs, and utilization of vendor REST APIs this forced me to learn JSON, REST API / SOAP and data optimization
- Mentored junior developers and provided guidance on best practices and technical skills, resulting in improved code quality and productivity
- Supported production systems and provided technical assistance to resolve incidents and resolve production issues.
- Collaborate with IT Operations, IT Support, and Business teams to understand their needs and develop solutions that meet their requirements

CO-OP STUDENT

The Co-operators

Jan 2019 - Aug 2020

- Depending on the team's needs worked as a business system analyst (BSA) and as a developer
- As a BSA leveraged my education to work as the leading Automated Test developer on the team. Due to this, I oversaw test runs, created/updated test scripts and documentation on automated test practices, and trained new hires.
- As a developer, I worked with various other teams in the Co-operators to develop custom ServiceNow REST APIs. Thus, had to liaise with end users, work with tight deadlines, and changing requirements.

TECHNICAL SUPPORT ANALYST

The Co-operators

Apr 2018 - Aug 2018

- Worked on a second-level support team that took tickets that were created by a first-level support team, internal tickets, and self-serve tickets created by employees.
- Familiarized myself with the ins and outs of the job within the first month and became the top ticket taker by my third month on the job
- Juggled up to 20 tickets a day, which improved my time management and multitasking skills



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github.com/rajbird?tab=repositories



rajbiroclock.com

EDUCATION

BACHELOR OF COMPUTING IN SOFTWARE ENGINEERING

University of Guelph

2015 - 2021

SKILLS

- Python (Selenium, Flask, Pandas)
- JavaScript (React, Angular JS)
- HTML/CSS (Bootstrap)
- C and C++
- Git
- ServiceNow
- Intro experience in SQL, Perl, Java, & Cloud (AWS/Azure)
- SDLC: Agile, Lean, and DevOps