GOURAV KHURANA

Junior Software Developer | Full Stack Developer | Java, JavaScript & SQL

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PROFESSIONAL SUMMARY

Motivated Junior Software Developer with a Computer Programmer Analyst diploma from George Brown College (Toronto) and 4+ years of hands-on technical experience in a fast-paced enterprise environment. Proficient in Java, JavaScript/TypeScript, React, Angular, and SQL with practical project experience in full-stack web application development using JSP, Java Servlets, HTML/CSS, and Bootstrap. Brings a unique combination of strong analytical thinking, technical troubleshooting depth, and team leadership – now channeling deep technical expertise and a strong development foundation into a software development career. Quick learner with a proven record of staying current with emerging technologies through hands-on learning and industry-recognized programs.

TECHNICAL SKILLS

- **Programming Languages:** Java, C#, Python, JavaScript, SQL, HTML5, CSS.
- **Frameworks & Libraries:** React, Angular, Bootstrap, JSP, Java Servlets.
- **Databases:** SQL, JDBC, MongoDB.
- **Concepts & Methodologies:** OOP, MVC Architecture, Agile/Scrum, Session Management, RESTful APIs.
- **Familiar With:** AWS, Google Cloud, Kubernetes, Power BI.

WORK EXPERIENCE

Senior Technical Support Representative — **March 2021 - Present**
Concentrix — *Remote (Canada)*

- Diagnosed and resolved complex, multi-layered technical issues across hardware, software, and networking domains, applying structured analytical and diagnostic methodologies to unstructured problems.
- Mentored and upskilled a team of 10+ support professionals in technical troubleshooting processes, customer resolution strategies, and performance standards – acting as technical escalation lead in the absence of team leadership.
- Monitored and ensured adherence to contractual Key Performance Indicators (KPIs), demonstrating accountability and results-driven work ethic in a high-volume enterprise environment.
- Continuously developed technical expertise in emerging technologies including cloud platforms, software systems, and programming – maintaining up-to-date knowledge across a broad technical landscape.
- Demonstrated strong ability to work independently and collaboratively in a fully remote team environment, applying excellent organizational and time management skills.

PROJECTS

Student Management System Project (CRUD- Java)
Developer

- Built a full-stack Java web application enabling teachers to efficiently manage student records across concurrent user sessions — reducing manual data handling and improving accessibility.
- Implemented MVC architectural pattern to improve code modularity and maintainability; integrated JDBC for reliable database connectivity supporting full CRUD operations.
- Applied session management and URL encoding techniques to ensure a smooth, cross-browser compatible user experience.

Inventory Management System
Developer

- Developed a Java-based web application for convenience store inventory management, eliminating the need for manual stock counting and improving operational efficiency.
- Designed a responsive, user-friendly interface using HTML, CSS, and Bootstrap.
- Followed Agile methodology to deliver application milestones on schedule within a four-member team.

EDUCATION

Computer Programmer Analyst — January 2018 – April 2020
George Brown College (Toronto, Ontario, Canada)
GPA: 3.18 / 4.0

CERTIFICATIONS & CONTINUOUS LEARNING

- ISTQB - Certified Tester Foundation Level - February 2026 | Istqb.org | URL: View Credential
- MS Power BI Essential Training | LinkedIn Learning/NASBA | URL: View Credential
- Java EE : Servlets and JSP, Learning Java Applications, Java Memory Management, Java 11+ Essential Training | Lynda.com
- UNIX Essentials | LinkedIn Learning
- Application Development - Java, Kubernetes in Google Cloud, Google Cloud Essentials | Qwiklabs | URL: View Credential