

Jagraj Singh

hi@ja.gg | [LinkedIn](#) | [GitHub](#)

Work Experience

King County

Transit Customer Information Specialist | Remote

Dec. 2021—Present

- Plan transit itineraries for customers traveling in the Puget Sound area to meet customers' transportation needs.
- Utilize a Windows-based tracking system to enter data received from customers.
- Instruct riders on how to use regional transit services.

Microsoft

Web Sales & Support Associate | Remote

Apr. 2021—Dec. 2021

- Provided tier 1 technical support for various Microsoft products through Teams video calls.
- Created a system macro to automate common responses which helped the team solve more user issues.
- Trained 15 new customers and business owners daily in using M365 services to optimize productivity.

Xbox Refunds Associate | Remote

Mar. 2020—Apr. 2021

- Analyzed customer game and media usage data for financial troubleshooting and fraud prevention.
- Created Python application to automate repetitive workflow which saved the department 40 hours of manual work each week.
- Wrote documentation and a training guide that explained technical concepts to non-technical colleagues.

Featured Projects

Cryptocurrency Lottery

Built a free, infinitely playable lottery game to demonstrate the security of cryptocurrency private keys with a real chance of winning ETH.

Technologies: Python, Ethereum Blockchain API, Cryptography, Jupyter, Binder

Covid Data Exploration

Explored worldwide Covid-19 vaccination and deaths data using SQL to find patterns and compare progress.

Technologies: SQL Server, Excel power query

Education

Bachelor of Arts in Communications & Minor in Mathematics | University of Washington

2014—2017

Coursework included advanced public speaking and advanced mathematics.

Skills

Programming Languages

Python (jupyter, numpy, pandas, matplotlib, scipy, sympy)

Data Analysis

Power BI, Tableau, Excel (pivot tables, v-lookup/x-lookup, macros, power query)

Database Management

SQL: SQL Server Management Studio (SSMS), PostgreSQL

Web & Markup

HTML, CSS, JSON, XML, LaTeX, Google Analytics

Visualization

Adobe Creative Cloud: **Photoshop, Illustrator, After Effects**