

Jagraj Singh

me@ja.gg

Work Experience

Microsoft

Web Sales & Support Associate | Remote

April 2021—Present

- Provide training and technical support for various Microsoft apps such as Excel through Teams video calls.

Xbox Refunds Associate | Remote

March 2020—April 2021

- Analyze customer data for financial troubleshooting and fraud prevention.
- Independently automate workflow using Python reducing case time from 4 minutes to 1.5 minutes.

Product Advisor | Redmond, WA | Bellevue, WA

May 2018—March 2020

- Troubleshoot and resolve common PC and Xbox technical problems.
- Lead hands-on demos of Microsoft products to create new fans and drive excitement.

City of Seattle

Registration Technician | Seattle, WA

March 2021—Present

- Performed accurate patient data entry at the front lines of the largest Covid-19 mass vaccination site in the US.

Featured Projects

[Cryptocurrency Lottery](#)

Built a text based game to demonstrate the security of cryptocurrency private keys by creating a free, infinitely playable lottery with the an extremely low chance of winning ETH.

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

[MIT Course View Count Analysis](#)

Collected, cleaned, and visualized YouTube MIT course view count data to gain insight on course completion.

Technologies: Python, pandas, matplotlib, YouTube Data API, JSON, Data Analysis, Web Scraping

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

Excel (pivot tables, v-lookup/x-lookup, macros, VBA, power query)

Business Analytics

Power BI, Tableau

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**