

Gurparneet Kaur

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PROFESSIONAL SUMMARY

Software Developer and Application Support Developer professional with 8+ years of enterprise technology experience developing, enhancing and supporting business-critical applications. Experienced across C#/.NET development, SQL/database development, REST/SOAP APIs, integrations, CI/CD, Git, Octopus deployments, monitoring, incident troubleshooting and client-facing support. Worked across a platform with **256 projects**, independently leading and delivering projects from development through deployment and post-release support. Hands-on experience using **GitHub Copilot and Cursor** as AI-assisted development tools for coding, troubleshooting, code understanding and development productivity. Additional QA automation experience with Java, Selenium, Appium and TestNG.

CORE TECHNICAL SKILLS

Software Development	C#, .NET, C, C++, Java, HTML5, CSS, jQuery, XML
AI-Assisted Development	GitHub Copilot, Cursor, AI-assisted coding, code generation, debugging, code explanation and refactoring
Application / Production Support	Incident Troubleshooting, Root Cause Analysis, Defect Resolution, Production Support, Monitoring, SLA Management
APIs & Integration	REST APIs, SOAP APIs, Postman, SoapUI, API Troubleshooting, Payment Gateway Integration
Databases	SQL, SQL Server, MySQL, MySQL Workbench, SQL Scripts, Stored Procedures
DevOps & Source Control	Git, Bitbucket, CI/CD, Octopus, SourceTree, Fork
Testing & Automation	Selenium WebDriver, Appium, TestNG, JUnit, API Testing, UI Testing, Android/iOS Testing
Tools & Collaboration	Jira, ServiceNow, Confluence, Monday.com, Visual Studio, VS Code, Eclipse, Slack, Microsoft Teams

PROFESSIONAL EXPERIENCE

John Wiley & Sons — Software Developer November 2020 – Present

- Developed, enhanced, maintained and supported enterprise applications across a platform containing **256 projects**, combining software development, project delivery and application/production support responsibilities.
- Independently owned and delivered multiple projects as a lead developer, taking initiatives from requirements and implementation through testing, deployment and post-release support.
- Developed and maintained application functionality using **C# and .NET**, resolving defects and delivering enhancements based on project and client requirements.
- Used **GitHub Copilot and Cursor** as AI-assisted development tools to accelerate coding, explore implementation approaches, understand existing code, assist with debugging and improve development productivity while reviewing and validating generated output.
- Created and optimized **SQL scripts and stored procedures** for application enhancements, data requirements, troubleshooting and production issue resolution.
- Supported large-scale batch deployments through **CI/CD processes, Git and Octopus**, investigating deployment failures and helping ensure reliable releases.
- Troubleshot and validated **REST and SOAP API integrations** using Postman and SoapUI, diagnosing request/response, authentication and integration-related issues.
- Configured payment gateways and payment plugins for projects and supported integration setup, troubleshooting and release activities.
- Investigated application and production issues using monitoring tools, logs and technical analysis; managed development and support tickets through **Jira and ServiceNow**.
- Collaborated with developers, data analysts, designers, customers and other stakeholders to translate requirements into technical solutions and resolve issues within defined SLAs.
- Performed pre-release testing and validation, supported defect fixes and helped ensure application changes were production-ready.
- Recognized for successful project delivery and technical contributions, with selected project appreciation posts available on LinkedIn.

Smooth Commerce, Toronto, Ontario — Quality Assurance Analyst (Internship)

May 2020 – August 2020

- Designed and executed automated test cases using **Java, Selenium WebDriver, TestNG and Appium** across web, Android and iOS applications.
- Configured Selenium/Appium test environments and contributed to automation framework design and implementation.
- Created, enhanced, debugged and executed test cases; documented defects in Jira with reproduction details and supporting screenshots.
- Prepared Android and iOS release candidate/staging builds for testing and maintained tagged branches for future reference.

EME Technologies, Mohali, India — Quality Assurance Analyst

June 2017 – August 2018

- Developed comprehensive test plans and test cases for applications and systems, ensuring all required prerequisites.
- Performed functional, application, regression, and performance testing across web and mobile applications to identify defects.

- Conducted API testing using postman across multiple environments, validating API functionality, and data integrity.
- Supported continuous product quality improvements by participating in test planning, defect identification, and validation of fixes.
- Prepared and maintained detailed test documentation, test reports, defect reports, root causes, and corrective actions.
- Contributed to the overall quality assurance process by following established testing methodologies, procedures and quality standards.

EDUCATION

Computer Software and Database Development — Lambton College, Toronto, Ontario | 2019–2020

Relevant areas: Java, Android development, web development, CSS, database development, PL/SQL, project management and software development.

Bachelor of Technology, Computer Science and Engineering — Maharaja Ranjit Singh Punjab Technical University, Punjab, India | 2013–2017

PROFESSIONAL TRAINING

Core Java Certification — SPIC-Punjab Engineering College, Chandigarh, India | June 2014

Android Certification — EME Institute, Chandigarh, India | December 2016

ADDITIONAL

References available upon request.