

KULDEEP SINGH

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SUMMARY

Systems-focused technology professional with 13+ years of enterprise software experience spanning requirements analysis, system design, legacy modernization, and cross-functional delivery. Proven expertise acting as the bridge between business stakeholders and technical teams — translating client requirements into specifications, leading gap and root-cause analysis, and documenting systems serving 5,000+ enterprise users and 1.3M+ end users. Delivered a full ERP frontend revamp with Oracle-to-MySQL migration and designed an enterprise-wide SSO architecture. Currently supporting enterprise network infrastructure at SaskTel. Held I.S.P. designation (CIPS Canada)

WORK EXPERIENCE

SaskTel, Canada

Mar 2026 – Present

Field Service Technician (Bridge role post-relocation to Canada)

- Diagnose and resolve complex network, connectivity, and infrastructure issues across residential and enterprise environments, applying systematic fault isolation and root-cause analysis under time pressure.
- Coordinate with internal provisioning, network, and support teams on multi-system faults — gathering information from stakeholders, isolating causes across system boundaries, and documenting resolutions.
- Gained direct working knowledge of SaskTel's enterprise service delivery environment, internal processes, and client base across diverse industries.

Best Buy Canada (Geek Squad), Canada

Aug 2025 – Feb 2026

Service Agent

- Analyzed and resolved hardware and software issues for 40+ devices weekly, achieving 98% customer satisfaction through clear communication with non-technical clients.
- Mapped service workflows, identified process bottlenecks, and reduced service turnaround time by 33%.

ANR Software Pvt Ltd, India

Jul 2021 – Nov 2024

Principal Technology Specialist

- Acted as primary liaison between business stakeholders, product owners, and a cross-functional team of 10+ — translating requirements from major restaurant chains (incl. Little Caesars) into technical specifications and delivery plans.
- Analyzed recurring delivery inefficiencies and designed a shared application framework in response, accelerating new application delivery by 50%.
- Implemented Agile practices (Scrum, Trello), improving requirement traceability from intake to release and reducing feature development cycle time by 50%.
- Conducted release analysis and risk assessment for 10+ application releases (iOS 12–18) with 100% on-time delivery and zero critical rejections.
- Contributed to platforms achieving 1.3M+ downloads, 4.5-star average ratings, and \$3.7M in revenue impact.

ANR Software Pvt Ltd, India

Jul 2018 – Jun 2021

Technical Lead

- Analyzed and modernized a 500,000+ line legacy codebase — planned and led the phased migration of all major apps from Objective-C to Swift, improving maintainability and delivery speed.
- Established automated testing and UAT standards (XCTest, UI testing), reducing manual errors by 25%.
- Performed systematic performance analysis across the application suite, decreasing load times by 40%.

ANR Software Pvt Ltd, India

May 2011 – Jun 2018

Software Developer

- Led backend team revamping a large-scale ERP application — gathered requirements, redesigned the UI with Angular, and improved user satisfaction by 35% and task efficiency by 25%.
- Designed and documented scalable server-side systems (Java, Spring, Hibernate) supporting 5,000+ active enterprise users.
- Analyzed and optimized database schemas and queries, improving response times by 40%; supported the platform's Oracle-to-MySQL migration.

- Reduced system integration issues by 30% by establishing cross-team requirements and interface documentation practices.
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PROJECTS

eRestaurant ERP Revamp: Requirements analysis, UI modernization, and Oracle-to-MySQL data migration for an enterprise ERP platform serving 5,000+ active users across North American restaurant chains.

GSSO & Biometric Auth Platform: Designed a Generic Single Sign-On architecture unifying authentication across the full Altametrics application suite — including requirements definition, security analysis, stakeholder sign-off, and rollout documentation.

Altametrics Digital Prep: Timer-based operational app with BLE Zebra printer integration, cutting kitchen prep errors by 30%. Showcased at the Little Caesars Annual Conference 2025, Las Vegas.

EDUCATION

Maharshi Dayanand University, Rohtak, India

Master of Computer Applications (MCA)

CERTIFICATIONS AND KEY SKILLS

Certifications: I.S.P. (Information Systems Professional) – CIPS Canada • iOS Architect Course – Essentials Developer Academy (Jan 2025) • iOS Lead Essentials – Essentials Developer Academy (Jun 2025)

Systems Analysis: Requirements Gathering & Analysis • Business Process Mapping • Gap Analysis • Root-Cause Analysis • Systems Documentation • UAT & Test Planning • SDLC • Agile/Scrum

Technical Skills: SQL • Java • Spring • Hibernate • REST APIs • Data Migration (Oracle, MySQL) • Swift • Objective-C • Git • Jira • Trello

AI & Productivity Tools: Claude (Anthropic) • Claude Code • GitHub Copilot • ChatGPT • AI-assisted analysis and development workflows

Soft Skills: Stakeholder Communication • Leadership • Problem-Solving • Time Management • Adaptability • Teamwork

ACHIEVEMENTS & LEADERSHIP

- Trained and mentored 10+ junior developers, reducing onboarding time by 40% and helping them become productive within their first month.
- Engineered a biometric authentication system using TensorFlow Lite on legacy client hardware, boosting identity verification speed and accuracy by 70% without hardware upgrades.
- Service of Excellence Award for outstanding performance and dedication to project delivery and team success.
- Multiple Employee of the Month awards across different years for consistent contributions, leadership, and high-impact project execution.