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| **Gaurav Singh**514-295-6028 | gauravsinghcan98@gmail.com | [LinkedIn](http://www.linkedin.com/in/gaurav-singh-tech) |[gauravsingh.org](https://gauravsingh.org/) |
| **HELP DESK TECHNICIAN**Technical Support | Customer Support | Software TroubleshootingResults-oriented and adaptable **IT operations professional** with experience in customer service, technical support, PC maintenance, and system administration. Possess adeptness in implementing technology-based solutions for business problems, along with standards, procedures, and processes that improve business functionality. **Areas of expertise include:**  |
| * Help Desk Ticketing Systems
* Problem Diagnosis
* Technical Troubleshooting
 | * Phone & Online Support
* Office 365 Support
 | * Customer Service
* Complaint Handling
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| **Technology Proficiencies** |
| **Ticketing:** | Zendesk, Jira Service Desk,  |
| **Software:** | Active Directory, Office 365, Outlook, Cisco AnyConnect, Slack, Zoom |
| **Browsers:** | Google Chrome, Microsoft Edge, Mozilla Firefox |
| **Networking:** | LAN, Mesh Wi-Fi Network Systems, DHCP, VPN, DNS |
| **Platforms:** | Windows, macOS, Android, iOS, Chrome OS, Linux |
| **System Administration Experience** |
| ***Windows Server 2016*** | **Hands-On Virtual Labs*** Installed and setup VirtualBox, Windows Server 2016, linked clones, and RDP.
* Added Windows 10 client machines to Windows Server 2016 domain.
* Created and modified Active Directory template user accounts to hold various properties.
* Configured Window Server 2016 domain settings, server name, TCP/IP settings, and remote desktop.
* Created and linked Group Policy Objects (GPO) in Active Directory.
* Setup Azure AD Connect for hybrid Azure AD join and seamless SSO using password hash sync.
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| **Work Experience** |
| Sutherland Global, Edmonton, AB Jun 2024 – Present**Account / Technical Support [ ESPN]**Responsibilities.\* Managed inbound customer inquiries through phone, email, and chat with professionalism, ensuring prompt resolution of concerns.\* Provided Tier 1 technical support, including IP troubleshooting for the ESPN app across mobile, TV, and website platforms, as well as resolving location-overriding and device compatibility issues.\* Acted as the first point of contact for customers seeking technical assistance, delivering effective and empathetic support to address their needs.\* Maintained in-depth knowledge of company products and services to deliver accurate and comprehensive solutions.\* Collaborated with cross-functional teams to resolve complex customer issues, ensuring a seamless and satisfactory resolution process.\* Performed account management tasks, including account creation, updates, and secure payment processing.\* Documented customer interactions and transactions meticulously in the system, ensuring accurate records and contributing to data-driven improvements in service delivery. |
| Swiss Chalet, Charlottetown, PEI Mar 2022 – Feb 2024**Technical Support / Customer Service** **Year 2**\* Transitioned to a hybrid role, combining customer service expertise with technical support to address day-to-day operational challenges.\* Provided hands-on technical assistance for restaurant systems, including troubleshooting and resolving issues with POS systems, computers, and printers to ensure seamless operations.\* Trained team members on proper use of POS systems and other technologies, boosting operational efficiency and reducing errors in order processing.\* Balanced technical responsibilities with ongoing customer service duties, maintaining a high standard of guest experience while addressing backend technical needs.**Year 1**\* Delivered exceptional customer service in a fast-paced restaurant environment, ensuring a welcoming and efficient dining experience for guests.\* Supported daily restaurant operations, such as inventory checks, restocking supplies, and ensuring compliance with food safety and hygiene standards.\* Developed strong multitasking and communication skills, managing high-volume customer interactions during peak hours with professionalism and poise.Herzing Collage, Montreal, QC Aug 2021 – Jan 2022**IT Intern**\* Assisted in setting up and configuring college student computer and personal laptops \* Provide tech support to college students by addressing software issue and hardware malfunction \* Provided technical support to internal staff, including resolving printer issue, network problems, and troubleshooting email and software programs \* Worked with IT team members to document and report system issue for future review\* Assisted new boarding students with user accounts and email system ensuring secure access \* Assisted with system updates and security patches on network devices\* Set up, configure and provide support for Microsoft Teams, SharePoint, Stream, Azure Active Directory and Office 365 SuiteTVS Motor Company, Mukerian, Punjab, IN Jul 2018 – Aug 2019**Help Desk Technician**\*Provided Level 1 IT support in a small business setting at TVS Motors, resolving a variety of daily technical issues to ensure uninterrupted business operations.\*Troubleshot and resolved printer-related problems, including network connectivity, driver installations, and hardware malfunctions, ensuring reliable printing for essential documentation.\*Assisted with workstation setups, including hardware assembly, software installations, and network configurations, ensuring new systems were operational and secure.\*Supported employees by providing guidance on IT tools, resetting passwords, and troubleshooting access issues, improving staff efficiency and reducing downtime.**Part Time Experience**Cook it, Montreal, QC Oct 2020 – Mar 2021**Production Support Associate**\* Managing Food Recipes as per the customer requirements.\* Operate Machines required to maintain the entire warehouse supply chain.\* Scan Shipment using tools like scanner, perform a quality check for Labeling and maintain special customers ala carte requirementsWalmart, Laval, QC Oct 2019 – Sep 2020**Overnight Fulfillment Associate**\* Involve in product Stocking using scanners (RF Guns) for physical inventory.\* Sorting products based on Team lead requirements and following the instructions related to any stock and inventory management. |
| **Education & Credentials** |
| - Microsoft 365 Certified: Fundamentals- Microsoft Certified: Azure Fundamentals- Microsoft: Administer Active Directory Domain Services- Ubuntu Linux Professional Certificate- Google IT Support- IBM AI Engineering- Introduction to Cybersecurity (Cisco)**AEC Diploma Microcomputer & Networking** Herzing College Montreal, QC **Diploma in Information Technology** Advance American Institute Mukerian, Punjab, IN |