|  |  |  |  |
| --- | --- | --- | --- |
| **Gaurav Singh**  514-295-6028 | [gauravsinghcan98@gmail.com](mailto: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 Troubleshooting  Results-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 |
| **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. | | | |
| **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 Suite  TVS 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 requirements  Walmart, 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 | | | |