**GAURAV SINGH**

514-295-6028 | LinkedIn |gauravsingh.org

**HELP DESK TECHNICIAN**

Technical Support | Customer Support | Applications Troubleshooting

Experienced IT Help Desk Technician with 2 years of hands-on experience in IT operations focused on customer service, technical support, PC maintenance, and system administration.

**Areas of expertise include:**

|  |  |  |
| --- | --- | --- |
| ITIL (Foundational) Certified | Networks | Customer Service |
| Microsoft 365 (Intune) | Windows / Linux | Workflow Automation |
| Microsoft Azure (Az—900 Certified) | Google IT Support (Certified) | Directory Services (AD/Entra) |

**TECHNOLOGY PROFICIENCIES**

|  |  |
| --- | --- |
| ITIL Tools: | Zendesk and ServiceNow |
| Windows Tech: | DHCP, DNS, Active Directory, Microsoft 365, Exchange |
| Networking: | LAN, WAN, VPN, Wi-Fi Network Systems, Topologies Diagrams |
| OS Platforms: | Windows, Linux (CentOS) macOS, Android, iOS, Chrome OS. |
| App Support: | Adobe, Web Browsers, and in-house applications |

**CERTIFICATIONS & EDUCATION**

|  |  |
| --- | --- |
| Windows | Microsoft 365 Fundamentals; Azure Fundamental; ADDS Admin |
| Linux | Ubuntu Linux Professional Certificate |
| Networks | Introduction to Cybersecurity (Cisco) |
| Google | Google IT Support |
| AI | IBM AI Engineering |
| Herzing College Montreal, QC | AEC Diploma Microcomputer & Networking |
| Advance American Institute | Diploma in Information Technology |

**WORK EXPERIENCE**

**Sutherland Global, Edmonton, AB** **Jun 2024 – Present**

Account / Technical Support [ B2C]

**Responsibilities**

\* Managed inbound customer inquiries through phone, email, and chat support.

\* Acted as the first point of contact for customers’ queries related to billing/licenses/subscription

\* Provided Tier 1 tech support which includes - IP refresh for the ESPN app across various platforms and device compatibility issues when OEM release patches for TV WebOS(firmware).

\* Maintain knowledge base of company products and services to improve processes.

\* Collaborate across different Team to fix the generic problems.

**Swiss Chalet, Charlottetown, PEI** **Mar 2022 – Feb 2024**

Technical Support / Customer Service

**Responsibilities as Tech Support:**

\* Provided hands-on technical assistance for restaurant systems, including troubleshooting and resolving issues with POS systems, computers, and printers to ensure seamless Restaurant operations.

\* Involved in Training new hire on use of POS systems and other restaurant technologies.

\* Troubleshooting operational issues related to Printers and Display Panels contacted to Workstation computer.

**Responsibilities as Customer Service:**

\* Supported daily restaurant operations, such as inventory checks, restocking supplies, and ensuring compliance with food safety and hygiene standards and input info in restaurant inventory systems.

\* Learned practical communication skills and restaurant services related to an efficient dining experience for guests.

\* Manage peak season restaurant rush with professionalism and poise.

**Herzing Collage, Montreal, QC** **Aug 2021 – Jan 2022**

IT Intern

**Responsibilities**

\* Performed Device on/off boarding in Windows Cloud Environment for new Students.

\* Manage software/applications issues and device related issues.

\* Involve in monitoring device security using Teaching Insight tools.

\* Maintain smooth school printers’ operations and handheld devices.

\* Update internal IT troubleshooting document based on Level2 and Level 3 instructions related to software updates.

\* Learned IT terminologies like BYOD, SSO and Azure Active Directory for user management.

**TVS Motor Company, INDIA** **Jul 2018 – Aug 2019**

Help Desk Technician

**Responsibilities**

\* Learned about IT Operations and how it runs in an organization.

\* Worked on tools like ServiceNow for operation management.

\* Provided remote support to head office for various IT changes.

\* Introduced with Networking hardware and Laptop troubleshooting for in-house application installations.

\* Leaned various IT Protocols like – DHCP, DNS, IP Address, SMTP and other Windows based tools like CMD

**LEARNING/HOBBIES**

\* Setup VirtualBox, Windows Workstations and Server in Azure Cloud.

\* Learning Identity and Access Management using Azure AD, AD and GPOs in Hybrid Environment.

\* Configure Window client machines for the baseline setup.

\* Monitor Azure cloud services for SaaS based applications.