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Summary

Detail-oriented and proactive IT professional with 4 years of experience providing excellent customer service, troubleshooting, and technical support. Adept at coordinating operations, managing inventory, and utilizing technical expertise to solve problems in fast-paced environments. Skilled in administration, team leadership, and reporting. Known for maintaining a positive attitude while driving operational efficiency and improving user experience.

Experience



ONE Card Technician

Conestoga College

May, 2024-Present

- Provided technical support and system training for staff, assisting with troubleshooting and system issues related to card services.
- Managed inventory and procurement using relational databases, ensuring efficient service with strong time management and problem-solving skills.
- Support the Manager in operations and orientation planning by coordinating schedules, equipment, and materials, while facilitating staff onboarding with system access and training.
- Prepare financial reconciliation reports using Microsoft Office, Adobe, Excel, PowerPoint, and Moneris, generating daily, weekly, and monthly reports to analyze trends and aid decision-making.
- Managed vendor relations for hardware and payment devices, overseeing sales, pricing, and services while resolving issues and ensuring optimal performance and continuity of service.



Campus Services Associate

Conestoga College

July 2023 - July 2024

- Delivered customer service support for students, staff, and visitors via email, phone, and in-person interactions.
- Assisted with parking management, including handling customer inquiries, reporting, and operational coordination.
- Supported the management and distribution of student IDs, improving service efficiency.
- Maintained inventory of office supplies and managed digital filing systems to improve organization and workflow.
- Collaborated with the Campus Services team to collect and visualize activity data for operational improvements.



Technical Support Team Lead

Shaw Communications

Mar 2020 - Mar 2022

- Led technical support operations, managing user access and troubleshooting network connectivity, VPN, and system configurations.
- Trained and mentored staff on technical procedures, including network troubleshooting and antivirus

solutions.

- Implemented strategies to improve client experience, productivity, and profitability.
- Provided clear documentation and reports on support tickets and issue resolution for continuous improvement.



Technical Support Representative

Gatestone & Co.

Jan 2019 - Mar 2020

- Provide technical user support and troubleshooting for operating systems (Mac, Windows, Linux) devices network connectivity, and software installation.
- Escalate incidents with accurate documentation to suitable technicians when required.
- Experience with VMware/HyperV applications, help desk software, and overall IT support.
- Install and upgrade Antivirus software Firmware images and provide endpoint security with Gmail accounts, Google Drive, and Microsoft Office 365
- Connect with the team using video conferencing or Zoom meetings and work on different ticketing systems (ServiceNow and Jira)

Education



Conestoga College

Post Graduation, Computer Science

May 2017 - Sep 2018

Projects:

Title: Onkar Food and Spices, Canada (Admin Panel & Mobile App)
Front End Web Developer



Guru Gobind Singh Indraprastha University

Bachelor of Technology (B.Tech, Computer Science)

Licenses & Certifications



CompTIA A+ CompTIA

Issued June 2023 Expires June 2026



Amazon Web Services Cloud Practitioner Amazon Web Services (AWS)

Skills

- Inventory & Supply Management • Problem Solving • Adaptability
- Database Management • Microsoft Office • Team Leadership & Collaboration • Active Directory & IT System Administration