

name

ADRESSS :

EMAIL

PHONE NO:

Summary

- Highly motivated professional with excellent communication skills
- Detailed-oriented, Strong documentation skills
- Patient and through when questioning clients or providing support
- Ability to work in a fast-paced, intense environment smoothly

Technical Skills**Operating Systems:**

- Windows Vista, XP, Windows 7,8, RT

Servers:

- Windows Server 2003, Windows Server 2008 (R2), Windows SBS 2011

Skills

- Experience with Cisco 18xx, 26xx, 2951, 35xx, 37xx, 39xx and ASA 5520 series equipment
- Active Directory configuration including DHCP, DNS, Group policies, permissions and WDS
- Experience with VMware ESXi server and Sun Virtual Box
- Installation, Configuration and troubleshooting of Windows Vista, XP, Windows 7
- Hardware installation, configuration, upgrading, diagnosing and troubleshooting, maintenance

Miscellaneous Applications:

- MS Office Suite
- Adobe Photoshop

Education

- Network Technician – college city Oct 2012 – June 2013
- M.Sc. (Computer Networking and Protocol Design) - Punjab, India 2006
- Bachelor of Computer Applications - Phagwara, Punjab India 2003

Certifications

- Cisco Certified Network Associate (CCNA) May 2013 -May 2016
- CompTIA A+ Certificate Feb 2012 -Feb 2015

PROFESSIONAL EXPERIENCE**Network technician**

April 2013- October 2013

Company Name

- Installed, monitored, maintained and preformed troubleshooting for various networking hardware, various hardware, software, servers, and printers
- Troubleshooting various LAN/WAN issues
- Configured and monitored the Wireless network on top of Wired network
- Configured and troubleshoot the Cisco Remote access VPN for the corporate users
- Monitored the Client's network remotely and troubleshoot the different issues
- SBS server 2011 configuration including user accounts, permissions etc. as per client's request
- Active directory support including user accounts and permissions, DHCP and DNS issues
- VoIP telephony Support and internal desktop Support

Overnight Associate

March 2011- Present

Wal-Mart, Heritage Meadows Calgary, Alberta, Canada

- Stocking merchandise onto shelves
- Using appropriate safety procedures when organizing merchandise
- Bringing merchandise safely down from overheads using the appropriate equipment as necessary
- Perform other duties as assigned by the supervisor

Cashier

Jan 2011- July 2011

Wendy's Canada, Heritage Meadows Calgary, Alberta Canada

- Managed accurate records of meals served and deposits made
- Receive payment by cash, credit cards, vouchers, or automatic debits
- Provide good service to customers by maintaining a friendly environment
- Keep the counter area clean for the customers
- Trained and teach new employees

IT Computer Faculty

2006 - 2010

Govt. High School, Punjab, India

- Instructed the fundamentals of computers to students from grade 6th to 10th
- Managed the record of over 300 plus students using the centralized database
- Support for the Active directory for the students and teachers accounts and permissions
- Diagnosed and monitored the school including hardware and software problems
- Maintained log and/or list of required repairs and maintenance
- Invigilated IT exams and marked exam papers

Networking Lab Setup – Volunteer

2005

College, city, India

- Designed and configured the computer systems for the networking labs
- Implemented the IP addressing scheme
- Configured active directory services
- Cable Management

Computer Faculty/Instructor

2003 - 2004

Center for Advance Learning in Computers, , Punjab, India

- Taught Fundamentals of Computers
- Developed IT exam materials, invigilated exam, marked examination papers
- Troubleshoot the computer systems of the center
- Compiled and documented the results and records