*Amritpal Singh*

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***Summary of Qualifications***

* Over 5 years of diverse experience in technical support, IT training, office coordination, and customer service across technology
* Passionate about continuous learning and technology and actively pursuing certifications including Google IT Support, AWS Solutions Architect, ISC2 CC, and Google AI Essentials
* Strong communicator and problem-solver with proven ability to translate complex technical concepts into clear, actionable solutions for diverse audiences
* Skilled in IT infrastructure, cloud computing (AWS), cybersecurity principles, Python scripting, networking, system configuration, and project management
* Recognized for exceptional customer service, administrative accuracy, and training leadership that improved team performance and client satisfaction

***Technical Skills***

**Operating Systems:** *Windows, Android, iOS, Mac OS, Linux*

**Applications & Tools:**  *Microsoft Office 365, AWS, Azure*

**Tools:** *VMware, Google Workspace, Packet Tracer, Confluence, ServiceNow*

**Project Management Fundamentals:**  *Agile, Waterfall, Scrum*

**Languages:** *Phyton, SQL*

***Education & Certifications***

**Google IT Support Professional Certificate**   **Expected Nov 2025**

**Google AI Essentials**   **Expected Nov 2025**

**ISC2 Certified in Cybersecurity**  **Expected Nov 2025**

**Solutions Architect Associate**  **Aug 2023**

**Junior IT Analyst Program**   **Aug 2023 – Nov 2025**

NPower Canada │ **Halifax, Nova Scotia**

*14-week intensive online class training on the fundamentals of computer technology, and project management essentials.*

* Configure device operating systems including Windows and Linux, while configuring disk partitions and filesystems
* Troubleshoot and problem-solve core service and support challenges while applying best practices for documentation, change management, and scripting
* Support basic IT infrastructure and networking, including DNS and DHCP, applying standard protocols with TCP/IP communications
* Configure and support PC and IoT device hardware
* Manage an organization’s computers and users using Directory Services, Active Directory, and OpenLDAP
* Develop a complete understanding of the Agile project management lifecycle, key techniques and deliverables

**Cybersecurity**   **Aug 2025 – Nov 2025**

Skills for Hire│ **Halifax, Nova Scotia**

* Apply networking fundamentals, protocols, and security controls to protect systems, data, and communications
* Develop and use Python scripts for cybersecurity automation, cryptography implementation, log analysis, malware detection, and threat investigation
* Plan and execute disaster recovery, business continuity, and incident response strategies while leveraging Generative AI applications in cybersecurity
* Demonstrate analytical thinking, problem-solving under pressure, and attention to detail in security documentation and incident reporting
* Collaborate with teams to implement best practices, adapt to emerging tools, and apply evolving cybersecurity methods effectively.

**Solutions Architect Associate**    **Aug 2023**

AWS SAA-C03 │ **Toronto, Ontario**

* Designed and deployed secure, highly available, and scalable AWS architectures for diverse workloads
* Integrated AWS services such as S3, EC2, RDS, Lambda, and API Gateway to support business requirements
* Configured and managed AWS networking components, including VPC, subnets, Route 53, and load balancers
* Implement best practices for identity and access management (IAM), encryption, and compliance requirements to ensure data security and regulatory compliance
* Plan and configure high availabilityand fault tolerance using multi-AZ, multi-region, and load balancing strategies
* Optimize costs and performance with AWS Well-Architected principles
* Automated infrastructure provisioning and application deployments using AWS CloudFormation and Infrastructure as Code (IaC)

**Bachelor of Science**   **May 2017**

Guru Nanak Dev University | Amritsar, India

**Water and Waste Water Systems Operation**   **May 2019**

Northern College│ Kirkland Lake, Ontario

***Work Experience***

**Assistant Manager**    **May 2025 - Present**

Dump Daddy Disposal │ **Halifax, Nova Scotia**

* Demonstrate strong sales and customer service abilities by effectively communicating with customers, understanding their needs, and converting inquiries into booked jobs
* Foster customer experience and long-term relationships by ensuring a professional, courteous, and seamless junk removal experience from start to finish
* Oversee administrative accuracy by managing all job-related documentation, including quotes, records, disposal receipts, and payments, with a high level of attention to detail

**Driver**   **April 2023 - Dec 2024**

Uber │ **Toronto, Ontario**

* Delivered excellent customer service by providing timely and accurate support to users while navigating technical systems and mobile platforms
* Applied strong interpersonal and conflict resolution skills to manage and de-escalate customer issues, ensuring a positive and professional experience
* Communicated effectively with cross-functional teams, including support staff and emergency services, to resolve real-time issues and ensure user safety

**Technical Support** **Agent**   **April 2022 - Mar 2023**

Transcom Worldwide Inc. │ **Toronto, Ontario**

* Delivered exceptional customer support across phone, email, and chat by resolving technical issues efficiently and professionally, ensuring timely and satisfactory outcome with documented enquiries electronically
* Translated complex technical information into simple, user-friendly language to help non-technical customers clearly understand solutions and feel confident using the product
* Resolved a wide range of technical issues within service level agreements (SLAs), demonstrating strong analytical thinking, attention to detail, and the ability to prioritize customer needs
* Developed and led internal training sessions focused on customer interaction and technical troubleshooting, resulting in increase in first-call resolution and improved team performance
* Maintained composure and a solution-oriented mindset in fast-paced support environments, handling high volumes of customer requests while documenting detailed root cause analyses to prevent recurring issues
* Leveraged technical knowledge to provide support, utilize analytical skills and Microsoft Office tools to research issues, interpret data, and deliver accurate, solution-focused assistance to customers and internal teams

**Office** **Coordinator**   **May 2020 - Dec 2021**

Allied Tooling Technologies Inc. │ **Mississauga, Ontario**

* Communicate effectively with a diverse range of individuals by providing clear information, directions, and assistance to visitors, employees, and the public in a professional and courteous manner
* Apply strong judgment and discretion when handling confidential information and resolving customer concerns, ensuring privacy and adherence to established protocols
* Maintain a safe and supportive environment by assessing challenging situations, identifying appropriate responses, and using problem-solving skills to de-escalate and resolve issues calmly and effectively
* Collaborate with internal teams and external partners to coordinate services and ensure smooth operations while maintaining high levels of customer satisfaction
* Utilize computer systems for data entry, reporting, and communication tasks, demonstrating proficiency in digital tools and attention to detail in customer-facing operations