Baljot Singh

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EDUCATION

University of Wisconsin-Milwaukee   April 2019 to December 2023

Bachelor Of Science: Computer Science, 3.7 GPA

WORK HISTORY

Project Boxcar   May 2023 to December 2024
Tier 2 Service Desk   *1 yrs 6 mos*

- Implemented and managed NAS infrastructure for enterprise data backup and storage optimization through RAID configuration
- Deployed and maintained virtual machines using hypervisor technology for critical service delivery
- Configured secure remote access solutions and network resources for remote workforce
- Managed IT service desk operations using Jiara ticketing system and Microsoft 365 admin tools
- Collaborated with remote engineering teams to resolve complex technical issues and prevent service disruptions

Brooke Kate Realty   April 2022 to May 2023
Help Desk Technician   *1 yrs 1 mos*

- Provided technical support, managing workstations, printers, and network connectivity
- Resolved software issues with industry-specific applications and Microsoft 365 suite
- Maintained office equipment and coordinated with vendors for repairs
- Documented solutions and managed inventory of IT assets

J&P Foods   March 2017 to April 2022
Assistant Manager   *5 yrs 1 mos*

- Resolved customer escalations through active listening and solution-focused approach
- Handled customer feedback channels and developed action plans to address recurring concerns
- Built strong relationships with regular customers through personalized service and follow-up
- Managed daily operations including inventory

TECHNICAL SKILLS

Networking: TCP/IP, DNS, DHCP, HTTP/HTTPS protocols

Operating Systems: Windows 10/11, RedHat/Debian Linux, Windows Server 2016,2022,2019

Technical Support: Hardware and software support, Microsoft 365 Suite, Exchange admin center

Technical Skill: Remote Desktop tools, Microsoft Defender

General Skill: Problem-solving, Documentation, Customer service

CERTIFICATIONS

AWS Certified Developer- Associate

CCNA- Currently Pursuing