

Sumeet Singh

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Profile

Self-driven and knowledgeable IT Support Specialist who excels at providing excellent customer support, configuring, and upgrading operating systems, and maintaining antivirus software programs. Possess a strong attention to accuracy, great communication skills, extensive knowledge of multiple professional software programs, and significant ability to work in a team environment.

Work Experience

IT Technician II – *Definitive Networks Inc. Pleasanton, CA (08/2019-01/2021)*

- Provided technical support to company clients City offices, Fire department users and other company clients.
- Maintained network servers, created new AD accounts, emails, Groups and executed other duties as assigned by managers.
- Experienced using Connect Wise and Fresh Service for ticketing system.
- Deployed new workstations and printers, installed and configured workstations, communicated with clients via phone or email diagnosis and resolved any hardware/software issues.
- Troubleshooted and/or decommissioned workstations as needed, reutilized them with software and hardware upgrades.
- Supported and maintained VoIP, ShoreTel/Mitel server, and phone hardware.
- Contributed to Knowledge Base with latest valid procedures and updated old procedures.
- Provided advice and expertise to colleagues on any technical issues.
- Administered Office suite, Google suite and managed android devices and User accounts.
- Managed Adobe admin console and managed licenses and accounts.
- Administered special application servers and SQL servers.

Technical Support II, *Robert Half Corporate Pleasanton, CA (05/2018- 07/2019)*

- Provided technical support for 1500+ Employees, answered questions and fixed issues Remotely and in person using different remote tools.
- Experience working with ticketing system (Service-Now).
- Managed AD users and computers to include creating, disabling, and modifying user/email accounts, group policies etc.
- Troubleshooted and resolve computer, network, and/or software issues including terminal server user maintenance from corporate and field users. Document all support incidents into support team incident tracking database.
- Contributed to support team Knowledge base on a regular basis with current and relevant customer and team documentation.
- Provided help identifying trends and support management towards validating technical solutions to avoid future incidents/tickets.
- Assigned tasks to next level support and/or escalation teams for further assistance and work with cross-functional teams.
- Experience working with VoIP (ShoreTel, Mitel) phones and troubleshooting Wireless devices iOS, Android, and iPads.
- Supported Tier 1 Technicians with issues and incidents (Tickets) as needed.
- Recognized “Everyday Hero” for Customer service, Collaboration and Prompt response several times.

IT Support Specialist, *Rabbit Office Automation – Sunnyvale, CA 05/2015 to 05/2018*

- Monitoring, responding, and resolving service tickets and problem reports received through walkups to on-campus Helpdesk, phone, email, and ticketing queue system.
- Worked with Service Manager to create and document internal standards for IT, system configuration, including Printer hardware and software.
- Installed, configured, and managed Print Audit management software.
- Broad experience and understanding of Windows 7, 8 10 and Mac OS in a Corporate environment.
- Installed Cloud services ex. Google Cloud app, Box, ICE and Cloud Printing.
- Maintained Security on the network via doing timely updates and maintaining antivirus systems.
- Troubleshooting system hardware and software incidents including operating system and software application problems.
- Installed, configured and network set-up for new office equipment ex. Computers, Printers related peripheral devices.
- Conducted software installation and resolved related technical issues.
- Successfully resolved issues using remote client Remote LogMeIn Rescue, TeamViewer.
- Resolved customer issues in a clear, courteous and straightforward manner and ensured customer satisfaction with the prompt response. Described solutions to customers accurately and persuasively.
- Compiled and accurately entered electronic data.
- Experienced in supporting and troubleshooting iOS and Android devices.

Education

Management Diploma, January 2013

George Brown College - Toronto, ON, Canada

BS, Information Technology, March 2010

Guru Nanak Dev University – Punjab, India

Extracurricular activities

Freelance Photographer (2012- present) -Passion for Photography. Experienced in processing RAW Photos and editing them to professional printing level. Proficient in using all camera for all formats; Landscapes, Product photography, Macro. Skilled in using Pro tools like Photoshop, Creative Lightroom.