**Parminder Singh**

(559) 281-4783 ~ 1008parminder@mail.fresnostate.edu

**OBJECTIVE**

IT Support Analyst

December 2019

**EDUCATION**

**Google IT Certification Cybersecurity**

**California State University***, Fresno*

Bachelor of Science (B.S.)

Business Administration **-**

Option in Computer Information Systems Expected Graduation:

*Coursework:*Programming Fundamentals, Project Management, Administration and Organizational Behavior, Financial and Managerial Accounting,

July 2019 – Present

**PROFESSIONAL SKILLS**

**Central Valley Regional Center**

*Information Technology Help Desk Technician*

* Experience in customer service and computer technology
* Team player with strong interpersonal and communication skills
* Technical skills: Cyber Security, Active Directory, Sandis, Cable Management, Routing, end-user support, hard drives, software installation, imaging computers, virus protection and scanning, mobile devices, iPad troubleshooting Apple IOS devices, cloud, password resets, etc.
* SharePoint Developer, test software, write code, Microsoft flows, create apps
* VPN setup, Fortinet experience of VPN, Filer sharing, servers
* BITLOCKER, TCP IP, DNS, DHCP, ROUTERS, Microsoft Office
* Juniper Networks Products, Cisco Routers, IP VPN, Cisco VPN, DNS Server, DHCP snooping, 802.1x, Packet sniffing, Splunk analyzer,
* DNS Administration, Microsoft DNS, Cyberlaw, Cybercrime Investigation, Wireless Routers
* Virtual Router Redundancy Protocol, Hot Standby Router Protocol, Router Configuration
* Multi Router Traffic Grapher, Cisco jabber, Meraki, Bit locker, Cloud Computing, Ticketing Service
* Apple TV, Roku, iOS devices, Android TV/mobile

**WORK EXPERIENCE** September 2020 -

**Preventative maintenance on IT equipment**

*Compu COM*

* Provide exemplary customer service
* Performed diagnostics on IT equipment
* Daily check up on server load balance
* Server update, maintenance
* Perform walkthrough on IT equipment
* Answer customers' questions, and provide information as needed

**SharePoint Consultant**  June 2020

*Fresno Exodus Recovery*

* Create Intranet site
* Building Microsoft flows
* impart, trade information, creating hyperlinks,
* web content administration framework, intranet files,
* connecting files to be approved through flows
* engineering flows to send daily reminders for mangers request

**REFERENCES:**

Thomas Upmier: Fitness Evolution Manager

Contact: 559-367-4019

Samantha A. Ortiz: Project Specialist Exodus Recovery, Inc.

Behavioral Health Security Services

Contact: 559-538-1736