HARJOT SINGH

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| --- | --- | --- |
| Routing | **AREA OF EXPERIENCE**  Customer Service | Printers |
| Switching | Administration | Support |
| Windows 2012 | Cost Estimator | Planning |
| Office 365 | Inventory Control | Installation |
| OTRS | Network troubleshooting | Dispatching |

Firewalls Security Wireless

CISCO Aruba Juniper Unifi Fortinet HP

Watchguard PfSense D-Link

Asus Linux

# CERTIFICATION

CISCO Certified Network Associate – July 2016 FORTINET NSE1 and NSE2 Certified

MICROSOFT Technology Associate- Windows Server 2016

# EDUCATION

University of Windsor — Windsor, CA

**Master of Engineering in Electrical Engineering-Dec 2017**

Guru Nanak Dev University —Jalandhar, IN

**Bachelor of Engineering in Electronics and Communications Engineering- May 2015**

# PROFESSIONAL EXPERIENCE

# Loft Community Services – April 2022 to Present

# Network Administrator

***Key Contributions:***

* Visited and made Network Maps for Each sites.
* Made Documentation for each site and updated Network information.
* Maintained all LAN, WAN connectivity between sites and Data Center,
* Resolved Helpdesk tickets and tested new equipment and applications, support of remote access and wireless access.
* Configured and managed Cisco Routers, Aruba switches, Unifi Access point and Watchguard Firewall
* Provided end-user and remote support and technical assistance for client computers, communication systems, network components, etc.
* Responsible for Administration including creating, managing and removal of O365, AD, Internal accounts.
* Creating all the SOP and technical documents to assist the internal staff and clients.
  + Taking care of backup, off-site tape storage, inventory-asset management.
  + Created new Networks on most of the sites for security purposed.
  + Investigating, resolving, and closing user reported PC problems and application issues through our ticketing system.
  + Provide detailed project status reporting as directed by management.

# WellnessLiving- – November 2021 to April 2022

# IT Administrator

***Key Contributions:***

* Supported and maintained all company data and technological infrastructure.
* Upgraded, repaired, and configured computers, application software, and various other peripherals.
* Provided end-user and remote support and technical assistance for client computers, communication systems, network components, etc.
* Responsible for all onboarding and offboarding of all the employees according to company policies
* Responsible for Administration including creating, managing and removal of O365, Test, Admin, Zoho, Jira account.
* Creating all the SOP and technical documents to assist the internal staff and clients.
* Designed and diagrammed an optimized internal voicemail directory structure utilizing minimal network resources.
* Developed company training manuals for technical processes involving setup, configuration and usage of various software applications and hardware, system, and network components that aid end users and other IT department staff members.
* Taking care of all the IT related issues and help desk tickets.
  + Taking care of backup, off-site tape storage, inventory-asset management.
  + Investigating, resolving, and closing user reported PC problems and application issues through our ticketing system.
  + Provide detailed project status reporting as directed by management.

**Bridging North America-** July 2019 to November 2021

# System Administrator

Working on Gordie Howe Bridge Project as System Administrator and provide Web-based and network solutions along with strategic planning and project leadership over systems configuration, administration, upgrades and troubleshooting initiatives.

migration

***Key Contributions:***

* + Building, configuring, patching, upgrading, and troubleshooting of physical and virtual Windows servers
  + Taking care of backup, off-site tape storage, inventory-asset management
  + Investigating, resolving, and closing user reported PC problems and application issues through our ticketing system
  + Supporting users in the use of computer equipment by providing necessary training and advice
  + Installing, configuring, and deploying new PCs & Servers
  + Provide detailed project status reporting as directed by management
  + Performs day-to-day maintenance and installation of server, network equipment, virtual machines, messaging, backups, and storage
  + Deliver technical support to engineering teams, aiding optimization of existing system(s) and processes. Support includes monitoring of incidents and their timely resolution
  + Develop, review, and modify changes to the schedule of operation to ensure systems, servers, workstations, peripherals, communications devices, and software is on-line, patched and supported
  + Ensure policies, procedures, and strategies are optimize and integrated into the installation, configuration, and maintenance of the operating environment
  + Evaluate the feasibility of implementing new technologies with current environments and recommend adoption of new or enhanced approaches to delivering IT services
  + Manage information system accounts to include identifying account types and procedures for creating, activating, modifying, monitoring, disabling, and removing accounts
  + Provide technical support and troubleshoot problems on local area networks (LAN) and data networks
  + Implementing, monitoring, and maintaining VoIP technical infrastructure

**TD Canada Trust** – September 2018 to October 2021**- IT Operations Analyst III**

# Amex Freight — August 2017 to September 2018- IT Specialist

# QM PLASTICS- March 2017 to August 2017- IT Systems & Networks Administrator

# PROFESSIONAL TRAINING

**NETWORK BULLS**—August 2015-July 2016

Got the training of Networking in Routing and Switching from Associate level to Expert level (CCNA+CCNP+CCIE). Also, cleared Cisco Certified Network Associate exam with more than 90% scores. Learned how to manage the monitoring, maintenance, development, upgrade, and support of IT systems including PCs, hardware, software, routers, switches and other Network equipment.