Jagraj Singh

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Professional Summary

- Ontario Gradated Certified in **Information Technology Professional**
- Outstanding communication and interpersonal skills
- **Certified ITILv4 Foundation** by People cert (ITIL® Foundation Certificate in IT Service Management)
- Touch typing 40 words per minute

Technical Skills

OS	: Windows, Linux, MAC OSX
Database	: SQL Server
Tools	: JIRA and Confluence, GitHub, Oracle VirtualBox, VMWare, Nagios
Applications	: MS Word Excel, Power Point, Outlook
Web	: HTML, CSS

Work Experience

Technical Support Analyst, CNB Computers, Mississauga   Aug 2018-Sept 2020

- 2 years of experience with server and application software that includes Windows 10+, **Windows Server 2012+**, Active Directory tools, **SCCM, IIS, MSSQL**, Microsoft Office
- Diagnosing and troubleshooting technical issues, including account setup and network configuration
- Talking to clients through a series of actions, either via phone, email or chat, until they have solved a technical issue
- Asking customers targeted questions to quickly understand the root of the problem
- Troubleshoot various technical issues dealing with **printers, network, and phone systems**
- Mentoring other help desk personnel on hardware and software problem analysis and resolution
- Resolve problems and service requests in a timely and professional manner and escalate to other members of the IT Department when required
- Install and support desktop end-user applications including Microsoft Office 365, Outlook, and Internet browsers within established standards and guideline

Network Operations Centre Engineer, Blackberry, Waterloo   Jan 2018 -Apr 2018

- Responsible for day to day Windows, Linux and Network administration and problem solving.
- Continuous improvement of the Agile approach, testing tools, methods and effectiveness and efficiency of testing
- Work as part of a team to log and resolve any incidents ensuring that strict service level agreements are met always
- Escalate any incidents that cannot be resolved within specified times frames to the relevant operations or engineering groups and work with them as a team until the incident is resolved
- Document and record steps taken towards resolution of an incident and add this to the knowledge database for future referral
- Ensure the upkeep and continuous improvement of the BlackBerry Infrastructure by performing periodic maintenance
- Act as the first point of contact for any network related problems between the BlackBerry NOC and the carrier partner's NOC
- Act as the second point of contact for any customer related problems which are raised with the BlackBerry care organization and then escalated to the BlackBerry NOC
- Actively participate in, and suggest, projects to improve the environment
- Troubleshooting and analysis of complex client issues
- Strong people skill with demonstrated ability to provide impeccable customer service and resolve issue in a professional manner

Education

LAMBTON COLLEGE, Sarnia, Ontario   Sept 2016-June 2018
Post graduation in Information Technology
CHANDIGARH ENGINEERING COLLEGE, Punjab, India   Sept 2011-Apr 2015
Bachelor of Technology in Information Technology

Technical Projects

- Helped in relay team to shut down the services of Blackberry clients
- Deprecated the knowledge base articles which using **Pivotal table** and **VLOOKUP**

Reference available upon request*