**Justin Singh-Atwal**

**IT/AV Venue Support Technician**

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Customer-focused IT student with strong problem-solving skills and hands-on experience in fixing hardware, software, and network issues. Skilled in providing support for Windows OS, mobile devices, and peripherals. Experienced with remote troubleshooting tools, imaging computers using Symantec Ghost, and diagnosing issues under pressure. Proficient in setting up and maintaining networks, configuring switches, and managing AV equipment. Familiar with basic Linux, SQL, PSQL, PowerShell, and Office 365. Eager to learn more and expand IT support skills while helping clients solve tech problems.

WORK EXPERIENCE

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**IT/AV Venue Support Technician**

Clifton’s | May 2024 – Current

As an IT Support Technician, I manage IT configurations and troubleshooting to meet client needs, ensuring systems run smoothly and efficiently. I also assist with audiovisual setups, providing reliable technical support to ensure high-quality performance.

* Set up and configured network equipment, ensuring seamless connections for presentations and events.
* Assisted in replacing and configuring network switches, ensuring proper network functionality.
* Conducted tests on network switches and AV equipment, ensuring everything ran smoothly for presentations and events.
* Provided reliable IT support for setting up computers, ensuring all hardware and peripherals were tested and functioning for exams like RCPA, Acer GAMSAT, CPA, and Pearson VUE.
* Delivered technical support during high-pressure situations, quickly resolving issues for exams.
* Learned to image computers using Symantec Ghost for efficient deployment and system recovery.

**Customer Service (FOH) and Food Preparer (BOH)**

Red Rooster | Dec 2019 - Current

Experienced in a store with 50+ employees, I adeptly mastered all aspects of its operations. Thriving in various roles, I've honed time management, teamwork, and patience skills, especially in guiding new employees.

* Delivered excellent customer service while efficiently handling IT issues in a fast-paced environment.
* Diagnosed and resolved technical issues with the Summit system, assisting with device troubleshooting and setup.
* Resolved boot-up issues by bypassing EFI Shell and restoring a PC to Windows, ensuring minimal downtime.
* Replaced faulty hardware, such as monitors, effectively fixing the issue without additional costs to the company.

**Team Captain**

QUT High School Esports Tournament | March 2022 – November 2022

In my first game tournament, my five initially disinterested teammates required considerable effort to participate. Despite the challenge, our attendance proved invigorating, sparking my enthusiasm for pushing beyond my comfort zone.

* Learnt how to use different forms of encouragement to drive players to play harder, creating schedules, having personalised conversation, finding everyone’s strengths and weaknesses.
* Due to my hard work and dedication, we won the tournament even though it was our first time attending such a tournament, even beating teams who had been attending for 2+ years.

REFERENCES

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**Jackson Chambers** – Restaurant Manager at Red Rooster Algester –

**Rhys McGoldrick** –

EDUCATION AND QUALIFICATIONS

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**Stretton State College, Brisbane, QLD – Jan 2010- Nov 2022**

Queensland Certificate of Education – Subjects: Digital Solutions, ICT, Design, General English, General Maths.

**Queensland University of Technology,** Brisbane, QLD

Diploma Of Information Technology — Completed Nov 2023 | 4.75 GPA.

* Gained a strong foundation in IT areas such as troubleshooting, systems analysis, and database management for effective support.
* Improved problem-solving and critical thinking skills to efficiently resolve IT issues and assist with technical support challenges

FUTURE QUALIFICATIONS

**Queensland University of Technology,** Brisbane, QLD

Bachelor Of Information Technology — Data Science, Completed By 2025

* Build knowledge in networking and cybersecurity to improve IT support and troubleshooting.
* Learn data analysis and machine learning tools to make IT systems more efficient.
* Understand how to use data to help make better decisions and improve IT systems.

**CompTIA,** Brisbane, QLD

CompTIA A+ Certificate — Completed by Jul 2025

* Specialize in hardware support and troubleshooting for Windows machines.
* Strengthen skills in diagnosing, repairing, and maintaining IT hardware.
* Deepen understanding of how hardware interacts with networking, cybersecurity, and cloud systems.

SKILLS & OTHER

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**Interests**: Socialising with people, helping others solve IT problems, expanding my IT knowledge, staying updated on software and hardware trends, learning new technologies to improve my IT support skills.

**Key Soft Skills**: Clear communication, patience, problem-solving, teamwork, time management, attention to detail, adaptability, and staying calm under pressure.

**Hard Skills**: Skilled in troubleshooting Windows devices, mobile phones (Android/Windows OS), and using PowerShell for basic scripting. Strong knowledge of SQL, PSQL, Office 365, Windows Backup, and Wireshark. Experienced with remote tools, imaging computers (Symantec Ghost), and basic Linux. Proficient in IT/AV setups, Summit POS troubleshooting, and providing user training and support during events.