**Justin Singh-Atwal**

**IT/AV Venue Support Technician**

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I’m an IT student with a strong interest in networking and cybersecurity. I have hands-on experience configuring Cisco routers and switches in both real-world environments (e.g. lab S513) and simulation (Cisco Packet Tracer). I’ve worked with IP addressing, subnetting, routing (static and dynamic), switching, network security, and link-local/global unicast IPv6 configuration. I’m confident using tools like Wireshark, terminal software (PuTTY), and interpreting network topologies and IP addressing tables. I stay updated on emerging technologies like 5G, SD-WAN, and IPv6, and I’m learning automation and scripting for networks. I'm eager to apply my skills in real environments and contribute to secure and efficient infrastructures.

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** – Shift Supervisor at Red Rooster Algester –

**Jackson Potts** – Assistant Manager –

EDUCATION

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

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

* Mastery of the OSI model, IP addressing, binary conversion, and packet functionality.
* In-depth understanding of device operations and a strong foundation in networking concepts and their applications.

FUTURE QUALIFICATIONS

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

Bachelor Of Information Technology — Data Science, Completed By 2025

* Learned to configure Cisco routers and switches in both real-world labs (S513) and virtual environments (Cisco Packet Tracer).
* Connected to routers using console cables and PuTTY to configure:
  + Hostnames, IPv6 unicast-routing, and no IP domain-lookup
  + IPv6 global unicast and link-local addressing
  + Serial and Ethernet interfaces with descriptions and no shutdown
  + DCE/DTE configurations and clock rates
* Implemented and verified:
  + IPv6 static routing
  + Dynamic routing protocols: RIPng, OSPFv3, EIGRP
* Gained the ability to:
  + Read and design network topologies and IP addressing tables
  + Troubleshoot and verify connectivity using ping, traceroute, show commands

**Cisco Learning Academy,** Brisbane, QLD

CCNA — Completed by Jun 2025

* Master Cisco switch/router configuration, diagnostics, and IPv4/IPv6 networking.
* Practice advanced routing, VLANs, NAT, ACLs, and IP performance optimization.

SKILLS & OTHER

**Interests**: Exploring Automation & Scripting for Networking, Cybersecurity & Network Security, Emerging Tech (5G, SD-WAN, IPv6), Troubleshooting, Constant Learning & Upskilling.

**Soft Skills:** Excellent Problem-Solving Skills, Effective Communication Skills, Teamwork & Collaboration, Strong Time Management Skills, Attention to Detail, Adaptability & Flexibility, Patience & Persistence, Critical Thinking, Stress Management.

**Hard Skills:** Snort, Wireshark, Cisco Packet Tracer, Symantec Ghost, IP addressing, subnetting, static routing, RIPng, EIGRP, OSPFv3, IPv6 unicast and link-local configuration, router CLI via console cable and PuTTY, serial and Ethernet interface setup, network topologies, IP addressing tables, network switch configuration and replacement, virtualization, firewalls, hardware diagnostics, hardware maintenance, Quality of Service (QoS), imaging computers, config file management, hands-on lab experience with Cisco routers and real hardware environments.