

Keshav Sharma

IT Support

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PROFILE

IT Support professional with experience in **Microsoft 365 (Teams, Outlook, SharePoint)**, **system troubleshooting**, and **technical support**. Skilled in **hardware and software issue resolution**, **network monitoring**, and **IT asset management**. Currently managing **CCTV surveillance**, **company-issued PCs**, and **enterprise applications** in a corporate security environment. Developed a **mobile application** as a college project, gaining hands-on experience in **database management (SQL)**, **user authentication**, and **system performance optimization**. Strong **problem-solving**, **customer support**, and **incident resolution** skills. Seeking to apply technical expertise in an **IT Support role** to enhance system efficiency and user experience.

SKILLS

Technical Support & Troubleshooting

Diagnosing and resolving software and hardware issues.

System Administration

Experience handling user authentication and access controls.

Problem-Solving

Efficiently debugged and optimized application performance.

Mobile Application Development

Built a mobile app using Microsoft Power Apps/Xamarin Forms

Networking & Security

Applied basic security protocols for data protection.

Customer Support

Assisted users in navigating and using the application effectively.

PROFESSIONAL EXPERIENCE

06/2023 – present
Toronto, Canada

Security Guard

Guardteck Security

- Used **Microsoft Teams, Outlook, and other enterprise software** to coordinate security operations.
- Monitored and troubleshot **CCTV camera issues**, ensuring **network and system stability**.
- Assisted with **basic IT support**, including software troubleshooting and user guidance.
- Logged and reported **technical issues** related to company devices for IT resolution.
- Ensured **secure access control** by maintaining **device security and user authentication policies**.

- Maintained **PCs and network devices** used for security operations.

10/2022 – 03/2023
Punjab, India

Sales Assistant

Balaji Trading Company

- Assisted customers with **software and hardware troubleshooting** for billing and inventory systems.
- Developed strong **communication and problem-solving skills** by addressing customer concerns efficiently.
- Provided **technical support** for POS (Point of Sale) systems, ensuring smooth transactions.
- Provided **basic IT support** by troubleshooting **network connectivity issues** for in-store devices.
- Assisted in setting up and configuring **company email accounts and software tools** for employees.

EDUCATION

05/2023 – 12/2024
Toronto, Canada

Diploma in Computer Programming

Niagara College

04/2020 – 07/2022
Punjab, India

Higher Secondary Education (Science Stream)

Central Board of Secondary Education

PROJECTS

09/2024 – 12/2024

Mobile Application

Microsoft Power Apps, SQLite/SQL Server, Power BI, API integration

- Developed a mobile application as an extension of an existing website to enhance accessibility and user experience.
- Designed and implemented key features, including user authentication, data management, and navigation.
- Connected the application to a relational database for secure and efficient data storage.
- Troubleshoot and resolved technical issues, ensuring smooth functionality across devices.

LANGUAGES

English | Hindi | Punjabi

REFERENCES

Available Upon Request