

# Kasachin Geberetinsia

416.302.9103 | kasachinberihun@gmail.com | Toronto, Ontario | LinkedIn

## Summary of Qualifications

- Proficient in configuring Windows and Linux operating systems, with hands-on experience in disk partitioning and file system configuration.
- Skilled in troubleshooting hardware, software, and networking issues, resolving challenges while adhering to best practices for documentation and change management.
- Experience supporting IT infrastructure including DNS, DHCP, Active Directory, and SharePoint solutions.
- Competent in configuring and supporting hardware for PCs, laptops, and IoT devices.
- Knowledgeable in Agile and Scrum methodologies, with experience in collaborative IT projects.
- Strong communication skills, ensuring effective collaboration with colleagues, clients, and supervisors.
- Self-motivated, dependable, and organized; excels in multitasking and fast-paced environments.
- Holds a valid Ontario G Driver's License.

## Technical Skills

Operating Systems: Windows, Android, iOS, Mac OS, Linux

Applications & Tools: ServiceNow, Microsoft Office 365, SharePoint

Tools: VMware, G Suite by Google, Packet Tracer

Project Management Fundamentals: Agile, Waterfall, Scrum

## Education & Certifications

**Software Engineering (Diploma in Progress)** — Centennial College | Toronto, Ontario (2025)

**SharePoint Developer Certificate** — Toronto, Ontario (2022)

**Google IT Support Professional Certificate** — Coursera/Google (2021)

**Ontario Secondary School Diploma** — City Adult Learning Centre | Toronto, Ontario (July 2023)

**Office Administration Certificate** — Addis Ababa University College of Commerce | Addis Ababa, Ethiopia (July 2006)

## Work Experience

**IT Support Specialist** — TechNova Solutions | Toronto, Ontario (Jan 2023 – Present)

- Provided technical support for 200+ users, troubleshooting Windows, Linux, and macOS systems.
- Installed and configured networking equipment including routers, switches, and firewalls.
- Assisted with Office 365 and SharePoint migrations, improving team collaboration.
- Documented technical procedures and trained staff on IT best practices.

**Help Desk Technician** — CloudNet Services | Toronto, Ontario (Jun 2021 – Dec 2022)

- Responded to an average of 30+ daily support tickets, resolving hardware, software, and connectivity issues.
- Supported Active Directory account setup, password resets, and permission changes.
- Deployed security patches and system updates to ensure compliance with IT policies.
- Delivered excellent customer service by explaining solutions in user-friendly language.

**Technical Support Assistant (Internship)** — BrightPath IT | Toronto, Ontario (Jan 2020 – May 2021)

- Assisted in configuring DNS, DHCP, and TCP/IP settings for internal networks.
- Helped deploy SharePoint workflows to streamline document management.
- Shadowed senior technicians during IT infrastructure upgrades and learned enterprise tools.

## Volunteer Experience

**IT Support Volunteer** — Toronto Community Tech Hub | Toronto, Ontario (Jul 2022 – Dec 2022)

- Assisted local community members with computer setup, troubleshooting, and software installation.
- Provided training on Microsoft Office and Google Workspace to improve digital literacy.
- Helped maintain and update the organization's SharePoint site for document sharing.