

# MANINDER SINGH

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I am a results-driven IT professional with a strong background in networking and IT support, currently pursuing my Master of Science in Information Technology Management. I specialize in configuring, troubleshooting network environments to ensure seamless connectivity and performance. My expertise extends to managing incoming IT tickets, providing timely and effective resolution of technical issues. I have experience working with IT hardware and software across various industries, including healthcare, finance, and retail, ensuring consistent performance and security in diverse environments. I thrive on solving challenges, collaborating with teams, and delivering impactful solutions.

## Education

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Adelphi University: Bachelor of Science, Computer Science - Information Security	September 2019 - May 2023
Western Governors University: Master of Science, Information Technology Management	June 2025 - December 2026

## Work Experience

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<i>Uncle Giuseppe's Marketplace- IT Field Technician</i>	<i>March 2025 - Present</i>
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- Serve as the main point of contact for day-to-day support requests and overall technical triage efforts as needed, both on-site and remotely.
- Respond to service tickets in a timely manner, provide hardware and software troubleshooting and repair, both remotely.
- Administer and maintain Microsoft 365 and Active Directory services, including Exchange, SharePoint, and Teams—managing user accounts, licensing, and permissions.
- Responsible for the deployment of new/replacement equipment and peripherals.
- Work alongside the IT Field Manager on inventory and IT asset management.
- Develop strong working relationships with corporate and store management, fostering a symbiotic working relationship for project completion and IT issue resolution.
- Act as the point of contact with vendors for service calls related to phone systems, hardware, and software.
- Serve as an additional resource to the IT Department for IT projects, including support for existing stores and new store openings.

<i>Custom Computer Specialist- IT Field Technician</i>	<i>November 2024 - March 2025</i>
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- Performed EPIC TDR at Northwell Health inpatient and ambulatory sites to validate device readiness for application Go-Live.
- Install new workstations using SOP imaging and deployment process if needed.
- Install new peripherals (printers, document scanners, badge readers, signature pads, dictation devices, barcode scanners, and webcams) and related drivers if needed, and supporting equipment throughout asset lifecycle.
- Integrate new workstations into the client network environment.
- Test and troubleshoot functionality of workstation hardware, software and network appliances.
- Provide documentation including client sign-off, inventory information, and post-support resolution.

<i>Adelphi University- Endpoint Technician</i>	<i>August 2022 – May 2023</i>
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- Serving as primary point of contact for issues involving campus technology, resolving user issues as they occur in an educational environment.
- Installation of staff and faculty workstations, necessary peripherals, and integrating workstations into client network environments.
- Supporting end users as a help desk technician, resolving and closing requests on ServiceNow ticketing system.
- Maintaining and updating equipment inventory in ServiceNow, including identifying End of Life (EOL) devices, coordinating decommissioning, and ensuring compliance with disposal or replacement protocols.

<i>Community Federal Savings Bank - IT Support Specialist</i>	<i>September 2021 – February 2022</i>
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- Performed daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems, and key processes and verifying scheduled job completion.
- Provided support to end user service requests through IT help desk for technological assistance in their office or other common areas.
- Collaborated with senior staff to proficiently resolve software and hardware issues to enhance system performance.
- Reviewed system requirements and configuration, reporting bugs and anomalies promptly to tier 2 support.
- Provide user support for desktop and LAN/WAN- based applications.

## Certifications, Soft Skills, Key Competencies

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IT: Troubleshooting, TCP/IP, Networking, Computer and Networking Hardware Deployment, OS Installation and Configuration, Windows/macOS/Linux support, Active Directory, Virtual Machine deployment and management, Python, SQL, Java  
Software: ServiceNow, Smartsheet, LogMeIn, N-Able/N-Central, Citrix, Vision/ITAM, FileMaker, Git/GitHub, Wireshark, Google Workspace, Office 365, AutoCAD, Adobe Suite

Certifications: CompTIA A+, PMI: CAPM, Google: Foundations of Cybersecurity, Network Implementations and Operations

Soft Skills: Problem-Solving & Troubleshooting, Project Management & Team Collaboration, Communication & Client Support