

Naman Pal

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Portfolio: <https://naman-pal.github.io/aboutme/>

LinkedIn: <https://www.linkedin.com/in/n-pal/>

Dedicated Computer Engineer with 2+ years of Customer Service and IT Support experience. A genuine passion for helping non-technical customers and explaining complexities in easy-to-understand language.

Professional Experience

RECEPTIONIST (FRONT DESK)

Jan 2024 – Present

HUMBER COLLEGE, TORONTO, ON

- Manage inbound/outbound calls, 3 shared mailboxes, and provide Hotel-Style Customer Service.

IT TECHNICIAN

May-Sept 2023

WET'N'WILD TORONTO, BRAMPTON, ON

- Effectively communicated complex IT processes to non-technical customers and staff.
- Improved technical framework by creating weekly reports and mitigating common faults.
- Configured and troubleshooted Printers, POS desktops, Switches, AV, and Cameras.
- Helped non-technical staff and customers from all backgrounds and cultures.

TECHNICAL SUPPORT ANALYST

Jan-Dec 2023

HUMBER COLLEGE, TORONTO, ON

- Provided L1 technical support to Humber students and staff. Configured new user accounts.
- Troubleshooted AV issues during meetings/conferences. Managed IT inventory/assets.

Education

HUMBER COLLEGE, TORONTO, ON

Jan 2021 – Dec 2023

- COMPUTER ENGINEERING TECHNOLOGY

IT Project Experience

SIHMION: SMART INFANT HEALTH MONITOR

December 2023

- Sensors on Raspberry Pi record health metrics and send data to Google Firebase Database in Realtime.
- Android App receives data from Database, updates live readings, and sends alerts if necessary.

WINDOWS SERVER 2019 AND CISCO PACKET TRACER: HOME LAB

June 2024

- Connecting virtual PCs with Windows Server 2019 and configuring Active Directory and LAN.
- Setting up Firewalls, security levels, DMZ. Configuring and troubleshooting OSPF, EIGRP, RIP, BGP.

Skills

Technical: Help Desk, Python, Azure, SQL, OS Admin, MS 365, PowerShell, bash, C, C++, Java.

Non-Technical: Customer Experience, Strong Communication, Teamwork, Critical thinking, Problem Solving.

Others: ITILv4, IT Security, Basic French, Desktop Imaging, Scripting and Testing.