

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 (SUMMER JOB)

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.

Education

HUMBER COLLEGE, TORONTO, ON

Jan 2021 – Dec 2023

- COMPUTER ENGINEERING TECHNOLOGY

IT Experience

SIHMON: SMART INFANT HEALTH MONITOR

December 2023

- Use Python to configure sensors to measure body temperature, oxygen levels, heart rate, etc.
- Raspberry Pi computer sends data to Google Firebase in Realtime.
- Android App receives data from Firebase, and updates readings on the app.
- Using readings, determines the health of the user, and sends alerts if necessary.

CONFIGURING BGP NETWORK IN CISCO PACKET TRACER

June 2024

- Configuring Cisco Routers and Switches, connecting PCs.
- Setting up Firewalls, security levels inbound and outbound.
- Test connections and create reports.

Skills

Technical: Help Desk, Python, Azure, SQL, OS Admin, MS 365, PowerShell, bash,

Non-Technical: Customer Experience, Strong Communication, Teamwork, Decision Making, Analytical Thinking, Problem Solving

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