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.
- Helped non-technical staff and customers from all backgrounds and cultures.

Education

HUMBER COLLEGE, TORONTO, ON   Jan 2021 – Dec 2023

- COMPUTER ENGINEERING TECHNOLOGY

IT Experience

SIHMON: SMART INFANT HEALTH MONITOR   December 2023

- Smart bracelet for monitoring health, gives health updates on mobile app.
- Configured sensors using Python to measure body temperature, oxygen levels, heart rate, etc.
- Sensors connect to Raspberry Pi. Pi sends data to Google Firebase Database in Realtime.
- Android App receives data from Database, and updates live readings on the app.
- The mobile app uses readings to determine 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, 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.