

# Naman Pal

Toronto, ON | 647-834-6447 | [nptgshiv@gmail.com](mailto:nptgshiv@gmail.com)

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

---

### SIHMION: 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.