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

COMPUTER ENGINEERING *(HUMBER COLLEGE) TORONTO, ON*   Jan 2021 – Dec 2023
- Hosted Java applications on RHEL and CentOS 9. Used yum to patch and install software.
- Wrote Unix Shell Scripts to automate building and compiling Java programs.

IT Project Experience

SIHMON: SMART INFANT HEALTH MONITOR   December 2023

- Programmed sensors and firmware using Python and bash CLI to process and send data Database.
- Android App receives data from Database, updates readings in Realtime, 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, VMWare, VBox.

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

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