

# Naman Pal

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

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### 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.

### IT L1/ENDPOINT SUPPORT (CONTRACT)

Jan 2024 – Present

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

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HUMBER COLLEGE, TORONTO, ON

Jan 2021 – Dec 2023

- COMPUTER ENGINEERING TECHNOLOGY

## IT Project Experience

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### 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.

### CONFIGURING OSPF NETWORK IN CISCO PACKET TRACER

June 2024

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

## Skills

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**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.