Naveen Ravichandran

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Professional Summary

Entry-level IT support Specialist with hands-on experience in Windows/Linux administration, network troubleshooting, and end-user support. Skilled in configuring servers, automating tasks with PowerShell, and resolving hardware and software issues in fast-paced environments. Certified in CompTIA Network+, Fortinet Certified Associate, and Google IT Support. Proficient in Active Directory, ticketing systems, and remote support tools. Strong communication skills with a customer-first mindset and proven problem-solving skills.

Certifications

- **CompTIA Network+** - CompTIA (2025)
- **Fortinet Certified Associate** – Fortinet (2025)
- **Network Cabling Specialist(Copper & Fiber)** – Delmi Training Institute (2024)
- **Google IT Support Specialist** – Google (2021)

Technical Skills

- Systems: **Windows Server, Linux (Ubuntu, Rocky Linux)**
- Networking: **TCP/IP, DNS, DHCP, VLANs, Subnetting, Firewalls**
- Tools: **Active Directory, Zabbix, Zimbra, HESK, OwnCloud, Apache Guacamole**
- Scripting & Automation: **PowerShell**
- Structured Cabling: **Copper & Fiber**
- Virtualization: **VMware vSphere, Hyper-V, Proxmox VE**

Projects

Capstone – IT Infrastructure Deployment (Linux, Windows & Network Integration)

- Designed and implemented a **multi-site IT infrastructure** combining Linux and Windows Server environments, simulating enterprise-level operations using **VMware vSphere** for virtualization.

- Configured **Active Directory Domain Services (AD DS)** for centralized authentication across both platforms.

- Deployed **Zabbix monitoring**, **Zimbra mail server**, **HESK ticketing system**, **OwnCloud storage**, and **WordPress CMS** on Linux servers with secure AD integration.

- Automated **incident management workflows** by linking Zabbix alerts directly to HESK, enabling real-time ticket creation and response tracking.

- Configured **DNS, DHCP, and firewall rules** for inter-network communication and security.

OwnCloud Web Server Deployment (Linux)

- Installed and configured **OwnCloud** on Ubuntu Server for secure file storage, sharing, and collaboration.

- Implemented **user authentication via LDAP integration** with Active Directory to streamline access management.

- Applied **SSL/TLS encryption** with self-signed and CA-issued certificates for secure data transmission.

- Set up **role-based permissions** for departments, ensuring compliance with least privileged principles.

- Delivered a fully functional, secure private cloud solution with access logging for auditing.

Apache Guacamole Remote Access (Linux & Windows Integration)

- Deployed **Apache Guacamole** on a headless Ubuntu server to enable browser-based remote desktop access.

- Configured **SSH** for Linux systems and **RDP** for Windows hosts, enabling cross-platform remote management.

- Secured access with **reverse proxy** configuration and **authentication** for admin accounts.

- Provided seamless, clientless remote access without requiring additional software on end-user machines.

User Onboarding with Mail Functionalities (PowerShell)

- Developed an **automated onboarding script** in PowerShell to create new AD user accounts, assign group memberships, and configure home directories.

- Integrated **email notifications** to HR and IT staff confirming account creation and setup status.

- Incorporated error handling and logging to track provisioning failures.

- Reduced account creation time from 15 minutes to under 2 minutes, improving IT support efficiency.

Inventory Management System (PowerShell)

- Built a **GUI-based PowerShell script** to track and manage IT inventory, including hardware, software licenses, and peripheral devices.

- Integrated **Pie chart visualizations** for asset distribution using Windows Forms chart controls.

- Added **CSV export**, **PDF report generation**, and **email sending** functionalities for periodic reporting.

- Simplified asset tracking and reduced manual record-keeping errors by over 50% in testing.

Expense Calculator (PowerShell)

- Created a PowerShell tool for **automating budget tracking and expense calculation**.

- Implemented **data validation**, **error handling**, and **summary reporting** for financial overviews.

- Supported **CSV import/export** to ensure compatibility with Excel-based accounting workflows.

- Improved accuracy in budget reconciliation processes in test scenarios, eliminating manual calculation errors.

Experience

Customer Service Clerk   Jan 2025 - Present

Food Basics – Kitchener

- Provided fast, courteous customer service by resolving inquiries and issues efficiently in a high-traffic retail environment.

- Accurately operated POS systems and processed transactions while supporting front-end operations.

- Applied basic troubleshooting skills by assisting with point-of-sale system issues and reporting technical malfunctions to ensure minimal downtime.

- Maintained inventory levels and organized product displays to ensure a clean, well-stocked store.

- Built strong teamwork, communication, and multitasking skills applicable to IT environments.

Education

- **Conestoga College** – Applied Network Infrastructure and System Administration (2024 -2025)
- **A.V.C College of Arts and Science** – B.Sc. Computer Science (2019-2022)