

NIMA WANGCHUK

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OBJECTIVE

Detail-oriented IT professional with a strong background in system troubleshooting, user support, and network administration. Recently completed IT studies in Canada and seeking to leverage 4 years of international experience in a full-time computer technician role within a progressive, inclusive workplace.

HIGHLIGHTS OF QUALIFICATIONS

- A recent graduate of the Computer System Technician program with hands-on experience in troubleshooting, configuring, and maintaining IT systems and hardware.
- Proficient in Windows OS, Active Directory, Group Policy, and Microsoft 365 applications, with a strong understanding of networking principles and protocols.
- Experienced in providing end-user support and training, ensuring excellent customer service and timely resolution of technical issues.
- Skilled in managing IT inventory systems, tracking assets, and performing scheduled preventative maintenance.
- Knowledgeable in setting up and managing digital equipment in dynamic environments.
- Reliable team player with a demonstrated ability to work on-call rotations, including evenings and weekends, ensuring consistent IT support.

TECHNICAL SKILLS

<ul style="list-style-type: none">• Expert in working with operating system (windows, Mac, and Linux OS)	<ul style="list-style-type: none">• Experienced with network configuration and troubleshooting.
<ul style="list-style-type: none">• Proficient with Active Directory and Group Policy	<ul style="list-style-type: none">• Confident with hardware and equipment, such as printer and projector setup
<ul style="list-style-type: none">• Skilled with preventive maintenance scheduling and execution	<ul style="list-style-type: none">• Accomplished with remote and on-site troubleshooting for hardware and software issues
<ul style="list-style-type: none">• Familiar with IT security best practices (antivirus, firewalls, encryption)	<ul style="list-style-type: none">• Basic proficiency in office productivity tools (Microsoft Excel, Word)

EDUCATION

Diploma, Computer System Technician
George Brown College, Ontario, Canada

- Completion of the project focused on working with Active Directory and Group Policy.
- Executed Web development (working with HTML, CSS, and Python) assignments.

April 2025

- Hands-on practice for network configuration and troubleshooting.

Diploma, Computer System and Network

July 2019

Jigme Namgyel Engineering College, Samdrupjongkhar, Bhutan

- Completed the project on the IP Telephony System, which was recognized as the best project of the year by the ICT department.
- Development of Online Dairy App-an Android application using Android studio as a mini project.
- Working with MySQL database assignment.

CERTIFICATIONS

<ul style="list-style-type: none"> • Hardware maintenance Certificate (2018) 	<ul style="list-style-type: none"> • Cisco certificate, Introduction to networks (2023)
<ul style="list-style-type: none"> • Intern Certificate, BBS Bhutan (2018) 	<ul style="list-style-type: none"> • Cisco certificate, Fundamental of Cyber Security (2023)

PROFESSIONAL EXPERIENCE

IT Support Specialist

Sept. 2024 to Present

Whole Link Corporation, Mississauga, Ontario

- Technical Troubleshooting and Support
- Testing and Quality Assurance
- Customer Support and Documentation
- Inventory Management

IT Support

Oct. 2023 to August 2024

GLAD Operations Inc., North York, Ontario

- Hardware and Equipment Setup & Maintenance
- Network Management & Troubleshooting
- Assets data rectification and validation
- Implementation of an Inventory management system
- End-User Support & Training

ICT Assistant

June 2020 to April 2023

National CSI Development Bank Limited, Paro, Bhutan

- System Maintenance and Troubleshooting
- Data Security and Information Management
- Network Administration
- User support and Training
- Technical support to the other employees