PAVAN JOSAN

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Professional Summary

IT professional seeking casual work to develop and gain experience in the Information Systems field. Currently enrolled in BCIT's Computer Information Systems Degree program. Degree features intermediate to advanced Microsoft, Web Development, Networking and ITIL curriculum. Programming courses include Java and html. I am comfortable supporting a Cisco based networks including Help desk duties (Windows, Printer, Documentation and Phone support). I am experienced in configuring and maintaining an office network with focus on DHCP, DNS and IP subnets.

Skills

- CCNA
- Customer service
- Html
- Inventory control

- Javascript
- Windows Server
- CSS
- Excel

Work History

Crew Member, 06/2015 to 01/2017

McDonald's Restaurant – White Rock

- Maintained high standards of customer service during high volume, fast paced operations.
- Mastered point-of-service (POS) computer system for automated order taking.
- Assisted management with inventory control and stock management.

Network Support Technician, 07/2018 to 01/2019

Vancouver Community Network – Vancouver, BC

- Monitor and administrate office servers.
- Maintain computer workstations
- Diagnose and fix network problems
- Resolving problems with computer workstations
- Re-install Windows XP, install hard drives, CD-ROMs, modems, printers, etc
- Maintain network printers

Technical Support Specialist, 08/2018 to 02/2019

Shaw Communications – Vancouver, BC

• Provide knowledgeable technical support and troubleshooting guidance pertaining to network, Internet, cable, digital phone, and computer issues

• Deliver exceptional customer experience while staying within our support scope guidelines

• Look for opportunities to improve our business and elevate customer experiences

• Employ time management and multi-tasking skills to maintain high service levels

• Thoroughly document customer interactions and escalate potential service issues

EDUCATION

Computer Information Systems, Current

British Columbia Institute of Technology - Burnaby, BC

Courses Completed: CCNA Levels1-2, Java, Html, Windows Server, SQL