

GITENDRAJEET RAMLOCHUND

📍 40 Sesame Street, Scarborough, Toronto, ON M1W 2R4

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Bilingual: English & French | 🇨🇦 Status: Permanent Resident – Canada

Bilingual IT Support and Network Specialist experienced in enterprise systems, user support, and infrastructure management. Adept at troubleshooting hardware, software, and network issues across complex environments. Skilled in Microsoft 365, Windows Server, VoIP, and Cisco-based networks, with proven ability to ensure uptime, optimize performance, and deliver exceptional customer service. Recognized for technical accuracy, clear communication, and dedication to maintaining secure, efficient IT environments. Seeking to contribute as an IT Support Specialist within a dynamic organization focused on reliable system performance and end-user satisfaction.

CORE COMPETENCIES

- **Systems & Support:** Windows Server, Linux, Microsoft 365, Active Directory, VoIP, PBX, FTTH, IPTV
- **Networking:** TCP/IP, VLAN, DHCP, DNS, Routing, NAT, SD-WAN, LAN/WAN, Firewall Management
- **Hardware:** Cisco Routers/Switches, Computers, Access Points, Patch Panels, Fiber Optic Splicing/Termination
- **Tools:** Wireshark, NMS/OSS Systems, Network Monitoring Tools, Nmap
- **Programming & Automation:** Python, Java, C#, PHP, SQL, JavaScript, HTML5, CSS3, React, Bootstrap
- **Cloud Platforms:** AWS (Foundations), Microsoft Azure (Introductory)
- **Cabling:** CAT6, CAT5, Fiber Optic (SC/LC), Network, Telephony.
- **Soft Skills:** Problem Solving, User Support, Documentation, Bilingual Communication, Team Collaboration

PROFESSIONAL EXPERIENCE

TELECOM COORDINATOR | Enterprise Solutions

Mauritius Telecom ISP(www.myt.mu) – Port Louis, Mauritius

Apr 2016 – Sep 2025

- Delivered enterprise-level IT and network support for business clients across IP, data, and voice solutions.
- Diagnosed and resolved hardware, software, and connectivity issues involving LAN/WAN, VLAN, and firewall systems.
- Provided remote and on-site technical support to end users and field teams, ensuring minimal service disruption.
- Assisted in system setup, firmware upgrades, and network configuration for routers, switches, and IP devices.
- Supported users on Microsoft 365 applications, including email configuration and Teams integration.
- Maintained detailed incident logs and root cause analyses in ticketing systems for transparency and SLA compliance.
- Collaborated with system engineers to improve network reliability and performance monitoring.
- Authored technical documentation, user guides, and troubleshooting manuals for recurring issues.

Key Achievements:

- Maintained 99.9% network uptime across major enterprise clients.
- Reduced average escalation resolution time by 30% through workflow optimization.
- Received the MT Heroes Award for ensuring service continuity during COVID-19.

TECHNICAL ASSISTANT | Networks

Mauritius Telecom ISP(www.myt.mu) – Port Louis, Mauritius

May 2013 – Sep 2016

- Assisted in the maintenance and troubleshooting of enterprise data and voice infrastructure.
- Configured and tested Cisco routers, switches, and access points for client installations.
- Supported data centre operations through preventive maintenance and hardware diagnostics.
- Documented incidents and solutions, contributing to the internal knowledge base.
- Monitored system health, applied patches, and ensured network readiness and security.

EDUCATION

Bachelor Of Science (Hons) Software Engineering
Université des Mascareignes | Pamplemousses, Mauritius

Aug 2024

Diploma in Software Engineering
Université des Mascareignes | Pamplemousses, Mauritius

Oct 2022

Brevet de Technicien (BT) in Electronics
Lycée Polytechnique Sir Guy Forget | Flacq, Mauritius

Jul 2011

School Certificate (Ordinary Level)
Terre Rouge State Secondary School | Terre Rouge, Mauritius

Nov 2008

PROFESSIONAL STRENGTH

- Exceptional analytical and troubleshooting skills
- Effective bilingual communicator (English & French)
- Strong documentation and organizational abilities
- Proven multitasking across high-priority incidents
- Committed to service quality, compliance, and cybersecurity best practices

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA 200-301)
- CompTIA Security+ (SY0-601)
- Google IT Support – Coursera
- Microsoft MCTS
- EC-Council Network Defence Essentials
- Cybersecurity – University of Maryland

ACHIEVEMENTS & AWARDS

- Excellent Performance Award – BSc Hons Software Engineering Cohort
- Outstanding Performance Award – Diploma Software Engineering Cohort
- Coursera Scholarship – Commonwealth of Learning & HEC
- MT Heroes Award – Recognition for contribution during COVID-19 by Mauritius Telecom

LANGUAGES

- English – Fluent
- French – Fluent