

Prabhjot Singh

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Links:- [LinkedIn](#) [My website](#)

PROFESSIONAL SUMMARY

Dynamic and results-oriented professional with a solid foundation in technical support, networking, and customer service. Proven track record of managing teams to enhance system functionality and operational efficiency. Adept at troubleshooting, equipment setup, and network configuration, with strong communication, problem-solving, and leadership skills. Committed to maintaining high customer satisfaction and adhering to safety protocols. Recognized for achieving significant performance improvements and operational goals in fast-paced environments. Seeking to leverage technical expertise and leadership abilities in a corporate, banking, or diverse professional setting.

SKILLS

- Excellent communication skills.
- Process Improvement.
- Strong problem-solving abilities
- Presentation Skills.
- Risk Management
- Advance computer skills for record-keeping and data analysis
- Multitasking and time management
- Inventory management systems
- Programming Languages: Python, JavaScript, HTML, Next.js, CSS
- Networking: Network Configuration, Troubleshooting, Server Administration, TCP/IP, LAN/WAN, Network Monitoring, Firewall Configuration
- Software & Tools: Office 365, Hardware Installation, Data Backup and Recovery, Scripting and Automation (PowerShell, Bash), Web Development (Next.js, HTML, CSS, JavaScript), Ticketing Systems (Jira, ServiceNow), Virtualization (VMware, Hyper-V)
- Strong interpersonal skills
- Advanced math skills
- Attention to detail
- Team Building.
- Negotiation Skills
- Customer service
- Leadership
- Office 365
- Safety protocols and WHMIS
- Conflict Resolution

Certifications and Licenses

- First Aid and CPR C
- Ontario Security License

EXPERIENCE

Service Technician

Brokerhouse Distribution Inc., Etobicoke, ON

June 2024 - Present

- Conduct comprehensive troubleshooting, inspection, and repair of equipment to ensure peak performance.
- Collaborate effectively with team members to resolve technical inquiries and issues.
- Assist in the installation of new and refurbished equipment, ensuring adherence to safety and compliance standards.
- Reduced equipment downtime by 30% through proactive maintenance and swift issue resolution.
- Achieved a 95% customer satisfaction rate by delivering exceptional service and support.
- Enhanced team efficiency by 20% through process optimization and effective team management.
- Completed installations 15% ahead of schedule and under budget, demonstrating strong project management skills.
- Maintained a perfect safety record, with zero incidents reported.

Team Lead

Decor Rest, Vaughan, ON

November 2021 – April 2024

- Led a team in ensuring the proper functioning of machine systems, diagnosing and resolving technical issues promptly.
- Interpreted technical blueprints, facilitated equipment setups, and provided technical support to team members.
- Enforced adherence to company policies, procedures, and safety protocols.
- Spearheaded a 40% improvement in production through strategic leadership and process enhancements.
- Implemented effective workplace safety practices, significantly reducing workplace accidents.
- Minimized errors by 50% through proactive maintenance and continuous improvement initiatives.
- Developed and delivered comprehensive training programs, resulting in improved employee performance and efficiency.

Telecommunications Network Technician

Auralarm Ltd., Mississauga, ON

September 2021 – November 2021

- Inspected and tested telecommunication transmission characteristics, accurately locating and addressing faults.
- Coordinated with technicians to plan and execute work assignments efficiently.
- Analyzed test results and performed necessary adjustments, changes, or repairs to telecommunication systems.
- Installed, terminated, and tested fiber optic cables, contributing to enhanced network performance.
- Ensured efficient task completion by coordinating effectively with technicians.
- Achieved a 95% customer satisfaction rating by actively listening to customer concerns and providing effective solutions.

Security Guard

SKYWATCH Security Services, Brampton, ON.

April 2020 – September 2021

- Responded promptly to alarms, investigated disturbances, and maintained premises security.
- Monitored camera and system feeds, notifying appropriate personnel of any irregularities.
- Conducted regular security patrols to identify and mitigate potential security risks.
- Maintained high vigilance and professionalism, ensuring a secure environment.
- Reduced incidents of unauthorized entry by implementing enhanced security measures.
- Trained new security personnel in company security procedures and protocols, ensuring compliance with standards.

Sanitation Team Lead

Summer Fresh, Vaughan, ON

April 2020 – July 2021

- Led a team of 18 people in maintaining cleanliness and sanitation standards in a fast-paced food manufacturing environment in Vaughan.
- Managed inventory and supplies for sanitation procedures, ensuring adequate stock and timely replenishment.
- Ensured compliance with health and safety regulations, including the safe use of dangerous chemicals and high-pressure water hoses.
- Conducted training sessions on sanitation procedures and WHIMS, ensuring team members were equipped with necessary knowledge and skills.
- Collaborated with cross-functional teams to streamline processes, improving overall efficiency by 15%.

EDUCATION

Post Graduate Certificate – Computer Networking and Technical Support

St. Lawrence College, Toronto, Ontario, Canada

January 2020 - April 2021