

Prabhjot Singh

Brampton, Ontario | (647) 896-3505 | prabhjotharika@gmail.com | [LinkedIn](#)

Professional Summary

Motivated and adaptable IT support and operations professional with a **Postgraduate Certificate in Computer Networking and Technical Support** and hands-on experience in technical troubleshooting, equipment setup, team leadership, and customer service. Proven ability to manage tickets, resolve user issues, and provide training in both hardware and software environments. Strong understanding of **Windows, Office 365, Active Directory, and network troubleshooting**. Eager to grow in a fast-paced support environment while bringing efficiency, clarity, and professionalism to every task.

TECHNICAL SKILLS

- **Support Tools:** *ServiceNow (Ticketing), Active Directory, Office 365 (Outlook, Teams, OneDrive)*
- **Operating Systems:** *Windows 10/11, macOS, iOS, Android*
- **Hardware/Software:** *Computer Installation, Diagnostics, Printer Setup, VPN*
- **Networking:** *TCP/IP, DNS/DHCP, Remote Access, Basic Firewall Rules*
- **Tools & Platforms:** *Microsoft Teams, Exchange, SharePoint, Google Workspace*
- **Other Skills:** *Basic Scripting, Cybersecurity Awareness, Technical Training, Inventory Management*

Education

Post Graduate Certificate – Computer Networking and Technical Support

St. Lawrence College, Kingston, ON.

January 2020 - April 2021

- Studied **Windows Server, Networking, Operating Systems, IT Security, and Help Desk operations**
- Gained practical experience in setting up **LANs, VPNs**, managing **user permissions**, and troubleshooting system errors

Professional Experience

Service Technician

Brokerhouse Distribution Inc., Etobicoke, ON

June 2024 – Present

- Delivered exceptional technical support and customer service via phone, video, and in-person, achieving a 95% satisfaction rate.
- Diagnosed and resolved technical issues, reducing equipment downtime by 30%.
- Provided basic technical training and guidance to end users on new devices
- Maintained inventory systems and coordinated shipping/receiving operations
- Recorded time and services accurately through work/service orders

Team Lead – Technical Support & Operations

Decor Rest, Vaughan, ON.

November 2021 – April 2024

- Oversaw **technical operations of manufacturing systems**, resolving equipment and network file access issues
- Provided training on new company equipment and granted appropriate **network file access** to employees
- Ensured timely problem resolution to minimize **downtime** and improve operational efficiency
- Supervised team members and enforced safety protocols while operating and troubleshooting machines
- Reduced process errors by 50% through proactive **technical maintenance and issue tracking**

Telecommunications Network Technician

Auralarm Ltd., Mississauga, ON.

August 2021 – November 2021

- Installed and tested **fiber optic cabling** and network systems for residential and commercial clients
- Diagnosed connectivity issues using testing tools and ensured clean terminations
- Collaborated with internal teams to schedule and complete installations on time
- Improved network stability by identifying transmission faults and providing structured solutions