

Prabhjot Singh

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PROFESSIONAL SUMMARY

Dynamic and detail-oriented professional with a robust foundation in technical support, networking, and customer service. With a Post Graduate Certificate in Computer Networking and Technical Support, I offer expertise in network configuration, server management, and web development. Proven ability to install, program, and refurbish equipment, troubleshoot complex issues, and lead teams to drive operational efficiency. Adept at managing customer concerns through various channels, demonstrating strong communication, problem-solving, and leadership skills. Committed to delivering exceptional service, enhancing system functionality, and achieving significant performance improvements in fast-paced environments. Seeking to leverage my technical acumen and versatile skills in customer service, service admin support, or technical roles across diverse professional settings.

EDUCATION

Post Graduate Certificate – Computer Networking and Technical Support

St. Lawrence College, Kingston, ON

January 2020 - April 2021

- Core Skills Developed:
- Networking: Managed LAN/WAN networks, server administration, TCP/IP, network security, and firewall configuration.
- Server Management: Configured servers, managed user accounts, data backups, and ensured system integrity.
- Web Development: Developed web applications using HTML, CSS, JavaScript, and Next.js
- Automation: Automated tasks using PowerShell and Bash, streamlining processes and improving efficiency.
- Key Projects:
- Web Project: Developed a responsive website with user authentication and data management.
- Server Project: Set up a secure server environment, managing users and permissions.

SKILLS

- Technical Expertise: Network Configuration, Server Administration, Troubleshooting, TCP/IP, LAN/WAN, Virtualization (VMware, Hyper-V), Firewall Configuration, Data Backup & Recovery, Scripting (PowerShell, Bash), Web Development (Next.js, HTML, CSS, JavaScript)
- Customer Engagement: Client Relationship Management, Technical Support, Conflict Resolution
- Leadership & Management: Team Leadership, Process Optimization, Inventory Management, Project Coordination, Safety Protocols
- Software Proficiency: Office 365, Jira, ServiceNow, Hardware Installation, Network Monitoring, Ticketing Systems
- Programming Skills: Python, JavaScript, HTML, Next.js, CSS

EXPERIENCE

Service Technician

Brokerhouse Distribution Inc., Etobicoke, ON

June 2024 - Present

- Installed, programmed, and refurbished equipment, ensuring compliance with safety standards and optimizing performance.
- Diagnosed and resolved technical issues, reducing equipment downtime by 30%.
- Managed customer concerns through various channels (phone, video, face-to-face), achieving a 95% satisfaction rate.
- Led inventory management, including shipping and receiving, ensuring accurate stock levels.
- Improved team efficiency by 20% through process optimization and leadership.
- Completed installations 15% ahead of schedule and under budget, demonstrating strong project management.

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

August 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.