

PRABHJOT SINGH

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

PROFESSIONAL SUMMARY

Dynamic and dedicated professional with a solid foundation in computer networking and technical support. Skilled in managing teams to ensure optimal machine system functionality. Adept at interpreting blueprints, facilitating equipment setup, and providing technical support for computer systems. Known for exceptional organizational skills, positive attitude, and a commitment to safety protocols. Led a team of 8 members to achieve 40% improvement in Production. Recognized for outstanding leadership and ability to deliver results in fast-paced environments.

Education

Post Graduate Certificate – Computer Networking and Technical Support

St. Lawrence College, Toronto, Ontario, Canada

January 2020 - April 2021

WORK EXPERIENCE

Team Lead

Decor Rest, Vaughan, ON

November 2021 – April 2024

- Managed a team ensuring machine systems function properly, diagnosing, and resolving issues.
- Interpreted blueprints, facilitated equipment setup, and provided technical support.
- Ensured adherence to policies, procedures, and safety protocols.

Achievements:

- Led a team of 8 members to achieve a 40% improvement in Production.
- Implemented workplace safety practices, reducing accidents.
- Reduced errors by 50% through proactive maintenance.
- Developed and delivered training programs that improved employee performance and efficiency.

Telecommunications Network Technician

Auralarm Ltd, Mississauga, ON

September 2021 – November 2021

- Inspected and tested telecommunication transmission characteristics, locating faults.
- Coordinated with technicians to plan and execute work assignments.
- Analyzed test results and adjusted, changes, or repairs to systems.

Achievements:

- Installed, terminated, and tested fibers, contributing to improved network performance.
- Coordinated with technicians to ensure efficient task completion.
- Achieved a 95% customer satisfaction rating by actively listening to customer concerns and providing effective solutions.

Security Guard

SKYWATCH Security Services, Brampton

April 2020 – September 2021

- Responded to alarms, investigated disturbances, and maintained premises security.
- Reviewed camera and system feeds, promptly notifying appropriate personnel.
- Conducted regular security patrols to identify and address potential security risks.

Achievements:

- Maintained high vigilance and professionalism.
- Reduced incidents of unauthorized entry by implementing enhanced security measures.
- Trained new security personnel in security procedures and protocols, ensuring compliance with company standards.

SKILLS

Programming Languages:

Python, C++, JavaScript, HTML, Next.js, CSS

Networking:

Network Configuration, Troubleshooting, TCP/IP Networking, Server Administration

Security:

Cyber Security, Network Security

Other Technical Skills:

Office 365, Cloud Technology, Hardware Installation, Data Backup and Recovery, ITIL Framework, Scripting and Automation (PowerShell, Bash), Database Management (SQL, MySQL), Web Development (Next.js, HTML, CSS, JavaScript), Version Control Systems (Git, SVN)

Soft Skills:

Customer Service, Fluent Communication, Teamwork, Problem Solving, Time Management, Adaptability, Leadership, Critical Thinking, Analytical Skills, Interpersonal Skills, Learning Agility, Attention to Detail