REETINDER SINGH

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# Professional Summary

Certified and detail-oriented IT Support and Network Administrator with over 3 years of Canadian experience in infrastructure support, system administration, and network engineering. Proven track record of resolving complex hardware/software issues, optimizing network performance, and delivering secure, scalable solutions. Skilled with Cisco technologies, Windows Server environments, Active Directory, Office 365, and VPN configuration. Effectively communicates with cross-functional teams and has experience training junior staff. Focused on operational uptime and security compliance.

# Certifications

* CompTIA A+
* CompTIA Network+
* CCNA R&S
* CCNP R&S
* CCNA Security

# Skills

* IT Support & Troubleshooting, Windows & macOS Administration
* Network Infrastructure (LAN / WAN / VPN), Cisco Routing & Switching (IOS, IDFs)
* Remote Desktop & Virtualization (VMware), VLAN Configuration
* DHCP/DNS Management, Active Directory & Policy Management
* Office 365 Administration, System Imaging & Deployment
* Endpoint Security
* ServiceNow
* JIRA, Ticketing Systems
* MDM Tools, Google Workspace

# Tools & Platforms:

Cisco IOS, Wireshark, SolarWinds, Microsoft Intune, Azure AD, Office 365, VMware, Windows Server, Active Directory

# Professional Experience

**Information System Specialist**

**UPS Canada — Caledon, ON | March 2022 – March 2025**

* Delivered Tier 2/3 technical support across UPS's automated hub infrastructure, resolving 98.9% of support tickets within SLA.
* Administered Cisco network devices and configured Intermediate Distribution Frames (IDFs).
* Managed workstation deployment, imaging, and security policy enforcement.
* Monitored network health and resolved connectivity issues.
* Conducted root cause analysis on complex issues, reducing downtime by 30%.
* Led coordination with IT teams and vendors to implement infrastructure solutions.
* Supported Windows Server, Active Directory, VPN, LAN/WAN, and VMware.
* Managed IT asset inventory and documentation for audit compliance.
* Implemented VPN solutions and conducted data recovery procedures.

**Administrative Assistant**

**UPS Canada — Brantford, ON | April 2021 – March 2022**

* Maintained documentation, shipment records, and compliance logs per UPS standards.
* Supported communication between dispatch, operations, and logistics teams.

**Junior Software Engineer**

**INFOWIZ — Chandigarh, India | July 2018 – Dec 2018**

* Developed PHP-based applications and optimized backend logic.
* Collaborated on SDLC phases and QA testing.
* Enhanced UI/UX through frontend design support.

# Key Projects

* UPS Canada Infrastructure Enhancement: Deployed IDFs across automation hub, improving efficiency and reducing downtime by 27%.
* Waste Sorting Management Game: Developed web-based game using PHP, HTML5, and JavaScript for environmental awareness.
* Mobile Device Management (MDM) Setup-Configured Microsoft Intune for MDM to enroll and manage company smartphones and tablets. Applied security policies and set up remote wipe features, Tools: Microsoft Intune, Azure AD, Apple DEP

Outcome: Ensured 100% compliance for mobile security and device tracking.

* Enterprise Network Troubleshooting & Optimization- Diagnosed and resolved persistent latency and connectivity issues across multiple departments by analyzing switch configurations, identifying broadcast storms, and reconfiguring VLANs.

Tools: Cisco CLI, Wireshark, SolarWinds

Outcome: Reduced network downtime by 70%, improving department response times.

# Education

* Post-Graduate Certificate, Wireless Information Networking — Fleming College, Peterborough, ON | Jan 2019 – Apr 2020
* B.Tech. in Computer Science Engineering — Baba Banda Singh Bahadur Engineering College, Punjab, India | Jul 2014 – Jul 2018