

RAHOOL SARAN

778-548-1808 | rahool.saran@student.ufv.ca | linkedin.com/in/rahool-saran | github.com/Saranrahool | rahoolsaran.com

SUMMARY

- Bachelor's degree candidate in Computer Information Systems with hands-on experience in IT support, cyber-security, and system administration.
- Proven track record as Lab Monitor at UFV and volunteer at Civil Radio Network.
- Hackathon winner with strong skills in programming, networking, and project management.
- Adaptable, detail-oriented, and effective in both technical and client-facing roles.

TECHNICAL SKILLS

- **Programming:** Java, Python, SQL, MongoDB, HTML, CSS, JavaScript, React
- **Systems and Cloud:** Windows Server, Linux, MacOS, Microsoft Azure, Intune, Virtual Machines
- **Security Tools:** Active Directory, Wireshark, Nmap, Cisco Packet Tracer
- **Networking:** Server Management, VLANs, VPNs, Network Troubleshooting
- **Tools and Collaboration:** Jira, Confluence, BitBucket, Microsoft Office, Linux CLI
- **Soft Skills:** Communication, Teamwork, Problem-Solving, Adaptability, Time Management

EXPERIENCE

Volunteer IT Support — Civil Radio Network

2025 – Present

- Managed user privileges, network documentation, and server credentials for multiple broadcast stations.
- Faced heterogeneous systems, intermittent stream issues, and incomplete documentation.
- Implemented standardized instructions, tracking scripts, and server maintenance, improving uptime and operational efficiency.

Student Lab Monitor, School of Computing — UFV

2025 – Present

- Provided IT support during labs and exams for CIS/COMP courses.
- Faced inconsistent lab performance due to outdated drivers and permission issues; coordinated with UFV IT Services.
- Created standardized troubleshooting checklists, ensuring minimal downtime and smooth operations.

Wireless Consultant — Staples, Chilliwack, BC

2024 – 2025

- Delivered mobile device setup and plan guidance for customers.
- Managed simultaneous technical and sales challenges during peak hours.
- Created quick reference guides and time-management workflows, achieving top-tier sales performance.

IT Support Intern — Divya Gyan International, Jodhpur, India

2023 – 2024

- Installed, configured, and maintained lab systems; provided tier-1 technical support.
- Faced frequent software conflicts and limited documentation.
- Built a knowledge base and standardized installation scripts, reducing issue resolution time by 30%.

PROJECTS

Home Lab: Ubuntu Server & NAS Infrastructure

2025 – Present

- Configured a personal lab environment with Ubuntu Server and NAS to simulate enterprise IT infrastructure.
- Faced challenges integrating services across Linux and NAS systems, including permission management, network configuration, and remote access setup.
- Implemented Active Directory integration, automated backups, and secure network access; documented processes for future experimentation.

UFV Bookstore Digital Transformation Project

Winter 2025

- Led IT transformation project as Project Manager, creating plans, stakeholder roles, and Gantt charts.
- Faced coordination challenges among team members with varying expertise and tight deadlines.
- Implemented milestone tracking and communication channels, resulting in on-time delivery of a comprehensive plan.

Secure Networking Lab Simulation

Fall 2023

- Built a virtual LAN with routers, switches, and firewalls using Cisco Packet Tracer.
- Faced realistic network attack simulations under lab constraints.
- Applied ACLs and port security, documented topology and incident responses, demonstrating threat mitigation.

System Admin Deployment Project

Fall 2024

- Installed and configured Windows Server roles (AD, DNS, DHCP) on VMs.
- Faced configuration conflicts and backup scheduling challenges.
- Created structured deployment and troubleshooting guides, ensuring smooth system administration and reliable backups.

EDUCATION

University Of The Fraser Valley *Sep 2021 – Present* Bachelor of Computer Information Systems (Expected Apr 2026), Abbotsford, BC

CERTIFICATIONS & AWARDS

- Google IT Support Professional Certificate (2024)
- UPES Hackathon 8.0 — Winner (2024)
- Cisco Introduction to Cybersecurity (2023)
- Cisco Networking Basics (2024)
- CS50 AI with Python (2021)
- AI for India Code Camp (2024)

PORTFOLIO

