Shawinder Singh
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Legally entitled to work in New Zealand

Summary:

Highly motivated and results-driven IT professional with a proven track record in IT support, IT consultant, Service Desk. Having good hands-on End user management. Acknowledged for a critical-thinking approach to solving complex issues. Eager to accept a challenging role to leverage my expertise and contribute to a company's technical and operational success.

Experience:

Professional	From	To
Professional development		
@ Cybersecurity | IT Operations	May 2025	Present

Currently undertaking structured professional development while actively seeking the next opportunity in IT support and cybersecurity.

Key Responsibilities & Alignment:

- o Completed industry-recognised cybersecurity certifications (ISC2 & Google).
- o Maintained hands-on practice in IT support and cybersecurity fundamentals, including incident analysis, access controls, and security monitoring concepts.
- o Continued skills development through labs, self-study, and practical exercises aligned to SOC and IT support career pathways.
- o Actively applying learnings to strengthen operational readiness for enterprise and MSP environments.

Service Desk Associate/Technical Support Engineer

@ Oreta India Pvt. Ltd.	Nov 2023	April 2025

My previous workplace **Oreta** is Australia-based Fast-Growing Managed Service Provider.

I was provided comprehensive L1/2 technical support across a diverse, multi-sector client base in Australia and Singapore. Also, managed internal IT resources and services for Oreta.

Key Responsibilities & Alignment:

- o Managed user identities and access across hybrid cloud environments using Active Directory (AD), Azure Active Directory (Azure AD), and Exchange Online.
- o Ensured security and compliance of corporate endpoints (laptops, desktops, mobile devices) through Intune (Microsoft Endpoint Manager) and other Mobile Device Management (MDM) solutions (e.g., Kandji, Okta).
- o Applied skills of cybersecurity tools like Microsoft Defender to review and analyze security incidents and reports for client and internal environments.

*: -Business transfer from Basware to Xerox.
1: -G T Computer Hardware Engg. College Pvt Ltd, **2**: -Punjab Technical University, Jalandhar, **3**: -Punjab School Education Board, SAS Nagar.

- o Monitored and analyzed reported and quarantined suspicious emails to identify and mitigate phishing attempts, and other email-borne threats.
- o Handled monthly Endpoint security reports for Internal IT and clients.
- o Provided critical support for remote connectivity via various VPN solutions.
- o Delivered expert support for the Microsoft 365 suite, including configuring and troubleshooting SharePoint, OneDrive, and Microsoft Teams.
- o Managed and supported general client applications and critical communication platforms like Zoom, Teams, and Slack.
- o Assisted users with password management best practices using tools like 1Password.
- o Managed high-volume support channels (calls, tickets, emails, chat) using industry-standard ticketing tools such as ConnectWise and Jira.
- o Effectively triaged and prioritized issues, ensuring rapid resolution within defined Service Level Agreements (SLAs), demonstrating strong customer relationship management abilities.
- o Utilized Datto and LogicMonitor for proactive monitoring and maintenance of client networks, devices, and infrastructure, contributing to effective problem management and service restoration.
- o Handled all aspects of the service lifecycle, including provisioning, configuration, and monitoring of resources and devices.
- o Applied ITIL principles in daily operations, focusing on efficient resolution, accurate documentation, and effective communication with end-users and stakeholders.
- o Provided full onboarding/offboarding support, ensuring seamless new-hire starts and secure, timely account closures for leavers using automated PowerShell scripts or manual.

Technical Helpdesk & Digital Remote Support Associate Professional (Associate Consultant)
@Xerox Technology Services India LLP   Oct 2018   Nov 2023

This role focused on the end-to-end management and delivery of SaaS-based applications and product services for worldwide clients, demonstrating expertise in Service Transition, Project Management, IT Governance, post-sale service & support and Data Security.

Key Responsibilities & Alignment:

- o Strictly adhered to organizational Code of Conducts and Data Privacy policies, ensuring the confidentiality and integrity of client data.

- o Managed each client's data separately and securely within the multi-tenant SaaS environment, demonstrating high ethical standards and political awareness when handling sensitive information.

- o Managed the entire lifecycle of client projects, from initial scoping and drafting technical documentation to delivery and post-launch service, ensuring successful transition to production.

- o Coordinated between technical teams, testing, and final delivery, managing multiple client projects concurrently while adhering to SLAs and timelines.

- o Spearheaded extensive collaboration and coordination with all internal and external stakeholders (clients, technical teams, delivery).

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- Coordinated with the Change Advisory Board (CAB) for major projects, demonstrating practical knowledge of Change Management procedures and IT governance.

- Maintained continuous communication with clients, providing updates and soliciting feedback post-launch, ensuring alignment with business outcomes.

- Utilized specialized tools for efficient service delivery, including ServiceNow, DevOps, and Jira.

- Worked with major cloud platforms (Azure, AWS) and managed data using SQL and SQL Server.

- Applied advanced technical skills with data formats (XML, JSON, RegEx) and proprietary tools (Kofax, Abby).

- Drove continual service improvement through internal automation projects using Power Automate, VBA, Excel, SharePoint and Cloud.

- Developed to data analysis projects using Power BI, DAX, PowerQuery, and Excel to provide insights into service performance and opportunities for process review and improvement.

Data Validation Specialist / Transaction Processor II, Service Delivery*

@ Basware India Pvt. Ltd.   Aug 2016   Oct 2018

This foundational role was centered on meticulous data quality, process adherence, and strict compliance regarding financial information for global clients.

Key Responsibilities & Alignment:

- Responsible for processing high volumes of financial transactional data for worldwide clients, strictly ensuring that all data met stringent Quality and Time SLAs.

- Maintained consistent focus on accuracy and detail, directly supporting the requirement for delivering high quality outcomes within agreed timeframes.

- Regularly trained on diverse Data Governance Policies tailored to various regions (EMEA, APAC, NA), reinforcing expertise in managing sensitive and confidential issues and integrity.

- Maintained and updated key process documentation and identified application or client-side improvements.
- Gained valuable financial insights and knowledge across multiple sectors (Healthcare, Automotive, Oil & Gas, Retail, etc.), enhancing business acumen and understanding of client operational needs.

Skills:
- Cyber Threat Analysis, Threat Management, Incident Management, Google Cybersecurity, Defender, CheckPoint, ProofPoint, 1Password, VPN
- Incident Handling, Change Management, ITIL, ITSM, Six Sigma
- MS Windows/Server/Mac/Linux, Mac/Windows devices, VMWare
- Intune, Active Directory, Kandji, Logic Monitor, Okta, MDM, Datto, Exchange Online, Teams Admin, SCCM, Veeam
- Microsoft Azure, AWS Cloud, Oracle Cloud, Google Workspace

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- Oracle Database 10g/11g R1/11g R2, SQL & PL/SQL, MS SQL Server
- Networks (LAN/WAN), Routers, Switches, Firewalls
- Interpersonal Skills, Professional Communication, Problem-Solving & Critical Thinking
- Power BI (Dashboards & Reports), Data Visualization
- RPA (Attended & Unattended Bots), Process Robot, Macros (Excel, Access)
- Object-Oriented Programming (OOP), Procedural Programming
- Microsoft 365, O365, SharePoint, Power BI, Power Automate, Power Apps
- ServiceNow, Jira, SysAid, DevOps, ConnectWise, Slack, Zoom, SAP, & Confluence
- VBA, SQL, HTML, XML, CSS, C, PowerShell, JSON, RegEx
- Computer Hardware, Software, Printer troubleshooting and resolution

Qualification:

Professional	Awarding Body	Year (G)
Certified in Cyber Security	ISC2	2025 A
Google Cybersecurity professional	Coursera	2025 A
ITIL 4	Udemy	2024 A
Oracle Cloud infrastructure Foundations Associate	Oracle	2022 A
Lean Six Sigma	SkillSoft	2022 A
ProcessRobot	Softomotive	2021 A
Oracle Certified Professional (DB Administrator 11g)	Oracle	2016 A
Oracle Certified Associate (DB Administrator 11g)	Oracle	2016 A
Oracle Database SQL certified Expert	Oracle	2015 A
Advance Diploma in Computer Hardware & Networking	GTCHEC[1]	2006 A

Educational		
B.Sc. Information Technology	PTU[2]	2011 A
Senior Secondary (12th)	PSEB[3]	2008 B

Courses, Learning, & Participation		
Okta IAM	Okta	2024
Zoom Administration	Zoom	2024
Business Analyst	Skillsoft	2023
Data Visualization	Skillsoft	2023
Advance Power BI	Skillsoft	2023
AWS Innovate (Data & AI)	Amazon	2023
ServiceNow CSA/D	ServiceNow	2022

Reference:
Reference(s) available on request.

Disclaimer:
Here, the information mentioned in the CV is right to my knowledge & abilities.

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