UDIT GAMI

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SUMMARY

Experienced IT Support Technician with 2+ years in technical support, specializing in Windows systems, networking, and enterprise computing infrastructure. Skilled in troubleshooting hardware and software issues, managing IT requests, and ensuring system security. Proficient in managing IT support tickets and delivering excellent end-user support. A strong communicator and team player, dedicated to enhancing system efficiency and customer satisfaction.

TECHNICAL SKILLS

- **Operating Systems**: Windows 10/11, Mac OS, Linux
- **Enterprise Software**: Microsoft O365, SharePoint, MS Teams, CRM Systems
- **Networking**: LAN/WAN/VPN, Switches, Firewalls, IP Networking
- **Security**: Multi-Factor Authentication (MFA), User Access Control, IT Security Fundamentals
- **Troubleshooting**: LogMeIn, Remote Desktop Tools, Incident/Ticketing Systems
- **Hardware**: Dell, Konica Minolta Printers, iPads, iPhones, Android Devices
- **Backup & Disaster Recovery**: Backup/Restore Procedures, Disaster Recovery Planning
- **Unified Communication**: VoIP Technologies

WORK EXPERIENCE

IT Support Specialist   **Sep 2022 – Dec 2023**
Barcode Solutions, Ahmedabad, India

- Provided technical support for end-users on Windows 10/11, iPads, and Android devices, ensuring smooth business operations.
- Reduced incident resolution time by 20% by effectively managing IT support tickets and troubleshooting complex technical issues using LogMeIn and other remote desktop tools.
- Managed deployment, configuration, and maintenance of Dell hardware and printers, ensuring optimal functionality and security.
- Collaborated with IT teams on implementing disaster recovery procedures and backup solutions.
- Assisted in monitoring network security, maintaining firewalls, and managing VPN connectivity for remote users.
- Trained new users on MS Office 365, SharePoint, and IT security protocols to improve user productivity and system adoption.

Front Desk Receptionist   **Jan 2023 – Aug 2024**
Hampton Inn by Hilton, Barrie, ON

- Provided technical support for guest inquiries related to internet connectivity and room devices, resolving over 90% of issues on the first contact.
- Assisted internal teams with troubleshooting software and hardware issues, contributing to a more efficient office environment.
- Maintained accurate records of office hardware, enhancing inventory management and deployment processes.
- Demonstrated excellent communication and problem-solving skills in addressing staff and guest technical issues.

PROFESSIONAL PROJECTS

Remote Desktop Troubleshooting System   **Aug 2023 – Dec 2023**

- Developed a streamlined troubleshooting process for remote users, integrating remote desktop tools to reduce system downtime by 15%.
- Collaborated with IT teams to resolve complex issues related to VPN connectivity and user access control.

IT Asset Management System,   **Feb 2023 – July 2023**

- Designed and managed a hardware tracking system for office equipment, improving inventory accuracy and usage visibility by 30%.
- Created detailed documentation for IT processes, including hardware management and user support procedures

EDUCATION

Computer Programming (CGPA: 4/4)   **Jan 2023 – Aug 2024**
Georgian College, Barrie, Canada

Information and Technology (CGPA: 9.5/10)   **Aug 2020 – Aug 2022**
Devasya International Public School, India

ADDITIONAL NOTES

- Experience with electronic documentation and inventory management systems.
- Proficient in troubleshooting network issues, including wired/wireless connectivity and VPN support.
- Strong analytical and problem-solving abilities, with a focus on customer satisfaction.
- Excellent verbal and written communication skills, able to work independently in hybrid and remote settings.
- Familiar with IT security protocols, backup procedures, and disaster recovery planning.