

Virat Sharma

IT support professional with 2+ years of experience assisting users with software, hardware, and account issues. Additionally, I bring strong experience in customer service, retail, and sales, with the ability to communicate clearly with both technical and non-technical audiences.

Etobicoke, ON, Canada.

647-552-3656

viratshm@gmail.com

LinkedIn-@vs1745

Website- viratportfolio.com

Personal Projects

Portfolio Website- viratportfolio.com

05-2025

- Designed and deployed a responsive portfolio using HTML, CSS, and JavaScript, enhanced with AOS scroll animations.
- Self-hosted the website on a Raspberry Pi with NGINX, securing it with **HTTPS** and a custom domain.
- Optimized the UI for both mobile and desktop, ensuring fast load times and intuitive navigation.
- Implemented Git for version control and fine-tuned cross-browser compatibility for a seamless user experience.
- Gained hands-on skills in DNS, server setup, web hosting, and real-time debugging.

Private Cloud Server – Raspberry Pi

05-2025

- Developed a self-hosted file upload and access system using Python (Flask) and HTML/CSS on Raspberry Pi.
- Enabled secure remote access using Tailscale VPN, dynamic DNS, and HTTPS encryption.
- Set up USB storage mounting, user authentication, and permission-based access control.
- Implemented basic firewall and port-blocking (ufw) rules and used log files to monitor access and identify issues.
- Designed a simple UI for ease of file uploads/downloads across different devices.
- Strengthened understanding of Linux system administration, networking protocols, and server security.

EXPERIENCE

St. Clair College, Windsor, ON— Help Desk Technician (Co-Op)

Jan 2024 - April 2024

- Provided in-person technical support to 40–50 students weekly, resolving login issues, network connectivity problems, and software errors.
- Delivered step-by-step guidance on Microsoft Office tools (Excel, Word, PowerPoint), helping students complete assignments with confidence.
- Used ServiceNow to log, prioritize, and resolve tickets efficiently, ensuring issues were tracked and escalated as needed.
- Diagnosed and fixed hardware issues in lab environments, including non-responsive peripherals, Ethernet ports, and display problems.
- Demonstrated patience and active listening while assisting users, maintaining professionalism across all support channels.
- Documented common issues to build a knowledge base and reduce repeated queries.

SKILLS

IT Support
Helpdesk Ticketing
Remote Troubleshooting
User Training
Account & Password Resets
Microsoft 365 (Excel, Word, Outlook)
Windows OS / Linux (Basic)
Networking (VPN, DNS, SSL)
POS Systems (Basic Support)
PC Assembly & Maintenance
Time Management
Communication (Phone + In-Person)
Problem Solving
Team Collaboration

EDUCATION

CST-Networking
St Clair College,
Windsor, ON
May 2023 – October 2024

High School
S.S.D.P.S, India
April 2020 – June 2022

Certifications

CompTIA A+

Google Tech Support
Fundamentals

Service Now

Language Proficiency

English:
Advanced- C1-Level

Hindi: Native
Punjabi: Native

Ganpati Computers India— Computer Technician

April 2021 - April 2023

- Delivered remote and on-site support to individual users and small business clients, fixing a range of hardware and software problems.
- Provided easy-to-follow instructions to non-technical users, helping reduce callbacks and improve satisfaction and sales.
- Installed and configured operating systems (Windows/Linux), antivirus software, and essential productivity tools.
- Performed regular system maintenance and hardware upgrades to enhance performance and extend device life.
- Handled customer concerns with patience and professionalism, maintaining a strong return client base.
- Assisted with printer setups, email configurations, and home/office network troubleshooting.

Husky/ESSO, Windsor, ON— CSR + Cook & Server

September 2023 - October 2024

- Provided front-line technical and customer support in a fast-paced truck stop, handling 200+ customer interactions and transactions daily via POS systems.
- Diagnosed and resolved common technical issues with payment terminals and kitchen equipment, reducing delays and improving service flow.
- Managed simultaneous cooking and cashier duties during solo shifts, demonstrating multitasking, time management, and stress control.
- Trained new team members on register operations, inventory restocking, and food safety protocols.
- Handled customer complaints calmly and professionally, escalating issues when needed and ensuring satisfaction.
- Maintained accurate daily cash counts and ensured transaction logs were balanced and reconciled without discrepancies.

Noble HVAC, Etobicoke, ON — Seasonal Inventory Associate

December 2024 - February 2025

- Used warehouse systems to log and verify daily deliveries, maintaining accurate stock levels.
- Coordinated with sales and dispatch teams to prioritize urgent orders and meet same-day shipping targets.
- Noticed and flagged recurring system input errors, helping reduce shipping mistakes.
- Demonstrated attention to detail while organizing stock and documenting inconsistencies.

TJX, Brampton, ON — Warehouse Associate

May 2025-July 2025

- Tagged and labeled 1,500+ merchandise items daily with speed and accuracy to meet distribution targets.
- Operated pallet jacks (pump trucks) to move heavy skids to designated conveyors, supporting warehouse flow.
- Performed repetitive heavy lifting and maintained efficiency in a fast-paced environment.
- Documented processed merchandise and reported damages to supervisors.