

HARDIP SINGH

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SUMMARY

Experienced and detail-oriented IT Administrator with a proven track record in managing complex IT infrastructures and ensuring smooth operations within diverse environments. Proficient in designing, implementing, and maintaining secure network infrastructures, ensuring the protection of sensitive data and resources. Skilled in deploying and managing hardware, software, firewalls, and server systems, optimizing performance while maintaining data integrity. Experienced in troubleshooting complex issues, implementing disaster recovery plans, and providing comprehensive technical support. Proficient in managing Active Directory, Group Policy, and virtualization technologies. Strong familiarity with cloud computing platforms and experience in managing cloudbased infrastructure. A collaborative communicator committed to staying current with emerging technologies to drive operational excellence and meet evolving business needs.

EXPERIENCE

NOVEMBER 2023 – PRESENT

IT PROJECT SERVICES SPECIALIST, F12.NET

- Design, implement, and maintain network infrastructure, including LAN, WAN, VPN, and wireless environments, ensuring secure, high-performance, and standards-compliant architecture.
- Install, configure, and upgrade hardware and software, including servers, switches, firewalls, operating systems, and enterprise applications, while maintaining system security and stability through regular patching and updates.
- Implementing and administering Office 365 environments: Delivered new-tenant deployments, configured Microsoft 365 Defender policies, executed email and SharePoint migrations, and managed Entra ID and Intune for identity and device control.
- Deploying and managing virtualization and server infrastructure: Built VMware ESXi and Hyper-V platforms, maintained core Windows Server roles, and executed file-server migrations with full data integrity and minimal downtime.
- Providing Tier 2/3 technical support across MSP clients: Diagnosed complex network, hardware, and software issues, performed root-cause analysis, developed remediation plans, and guided Tier 1 staff to improve service efficiency.
- Maintain comprehensive technical documentation, including network configurations, system procedures, change records, and standard operating procedures to support operational continuity and knowledge transfer.

NOVEMBER 2021 – NOVEMBER 2023

IT PROJECT TECHNICIAN, F12.NET

- **Installing and configuring computer systems:** Set up desktop computers, laptops, and peripheral devices such as monitors, keyboards, and mice. Installing operating systems, drivers, and necessary software applications according to user requirements and organizational standards.

- **Setting up and configuring printers and multifunction devices:** Installed and connected printers to computer systems and network infrastructure. Configuring printer network connectivity options. Setting up scanning, faxing, and other multifunction capabilities.
- **Troubleshooting hardware and software issues:** Diagnosed and resolved technical problems related to computer systems, printers, and peripheral devices. Identified root causes of issues, applying appropriate fixes or workarounds and escalating unresolved issues when necessary.
- **Providing user training and support:** Assisted users with setup, configuration, and basic troubleshooting of computer systems and printers. Providing guidance on using software applications, printing documents, and resolving common issues, either in person or remotely.
- **Documenting installation and troubleshooting procedures:** Maintained detailed records of installation activities, configuration settings, and troubleshooting steps. Documenting hardware and software configurations, serial numbers, and warranty information for inventory management and support purposes.

MAY 2021 – NOVEMBER 2021

CONFIGURATION TECHNICIAN, MICROSERVE

- SMB (Small and Medium Business) Clients Department lead.
- Software and hardware configuration and troubleshooting.
- Printer/peripheral installation.
- Worked proactively to ensure that services delivery is aligned to the client needs.

EDUCATION

COMPUTER INFORMATION SYSTEMS, KWANTLEN POLYTECHNIC UNIVERSITY

Achieved an overall GPA of 3.0. Skilled in Configuring, deploying, security and networking.

Modern Desktop Administrator Associate, Microsoft 365 Certified

Achieved proficiency in modern desktop management, encompassing deployment, configuration, security, and troubleshooting, through the Modern Desktop Administrator Associate certificate.

MICROSOFT CERTIFICATION (AZ-900), MICROSOFT AZURE FUNDAMENTALS

Achieved the Microsoft Azure Fundamentals certification, demonstrating foundational knowledge of cloud concepts and Microsoft Azure services.

200-301 CCNA, CISCO (In Progress)

Gaining comprehensive understanding of networking fundamentals, protocols, security, and troubleshooting techniques through Cisco certification.

SKILLS

- Watchguard, Cisco, Meraki, Sonicwall
- EPDR, KnowBe4, Multi-Factor Auth, QuickPass
- Active Directory, Group Policy, IIS, RD Gateway
- IT Glue, PasswordState
- VMWare, ESXI and Hyper-V
- GoDaddy, Azure
- Office 365 Admin
- Exchange Admin
- Collaboration with Vendors
- Intune, Entra ID