

AASHIS PANTHI

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Certified IT Support Technician with nearly 2 years of hands-on experience in technical support, system administration, and network infrastructure. A Seneca Polytechnic honours graduate with a 3.9 GPA in Computer Systems Technician and recognized on the President’s Honour List for four terms. Adept at resolving complex hardware, software, and network issues while ensuring exceptional customer service. Specialized in Windows Server, Active Directory, and cloud platforms including Microsoft Azure and AWS. Committed to delivering secure, scalable IT solutions in both remote and on-site environments.

WORK EXPERIENCE

Seneca Polytechnic	Toronto, Ontario
IT Technical Support and Hy-flex Ambassador	Sep 2022 - Apr 2024
<ul style="list-style-type: none">Provided Tier 1 IT support to faculty and students across campus, resolving 150+ monthly tickets using Salesforce and F9 VoIP.Diagnosed and resolved hybrid classroom issues involving AV equipment, mic/camera detection, display setup, and Zoom SSO authentication errors—reducing classroom downtime by 30%.Re-imaged and deployed 200+ workstations using PXE boot and USB tools, installed Windows 10/11 OS, and configured standard software packages.Assisted users with VPN access (GlobalProtect), and software deployment via AppsAnywhere and MyApps using Cloudpaging Player.Guided users through SSPR workflows, account activations, and username retrieval; escalated unresolved issues following ITIL practices—achieving 85% first-day resolution.Mapped network printers, resolved spooler issues, and supported printer troubleshooting in labs and faculty offices.Performed Level 1 troubleshooting and diagnoses prior to escalating complex incidents to systems support specialist, following ITIL Incident incident management protocols.Delivered exceptional service across 10+ Hy-flex classrooms daily, translating technical issues into user-friendly solutions and documenting procedures for consistent support.	
Computer Laboratory Technician	Sep 2023 – Dec 2023
<ul style="list-style-type: none">Maintained lab infrastructure including routers, switches, and servers; ensured 99% uptime.Assisted 100+ students and staff with real-time lab support and technical troubleshooting.Mentored students through networking labs and projects, delivering one-on-one technical guidance and troubleshooting support.Worked closely with professors to organize and execute hands-on workshops, increasing student engagement and fostering a more interactive learning environment.	
WorldLink Communications Help Desk Support Intern	Kathmandu, Nepal Sep 2021 – Apr 2022
<ul style="list-style-type: none">Delivered front-line support to home and small business customers facing internet outages and VoIP connectivity issues.Performed router configuration, assigned static IPs, resolved DHCP conflicts, and set up port forwarding.Maintained a comprehensive database of common technical issues with detailed solutions, resulting in an increase in efficiency for the IT support team.Managed inventory of IT assets, conducting regular audits to ensure accurate tracking and timely replenishment, reducing asset loss.	

EDUCATION

Seneca Polytechnic, Toronto, ON
Honours Diploma in Computer Systems Technician
<ul style="list-style-type: none">CGPA: 3.9/4.0 President's Honours List (4 terms)Focus: Networking, System Administration, Cloud Computing and Microsoft administration

CERTIFICATIONS & AWARDS

- CompTIA A+ Certified (April 2025)
- System Administration and IT Infrastructure Services: Issued by Google
- [President's Honour List Summer 2022, Fall 2022, Winter 2023, Fall 2023: Issued by Seneca](#)

PROJECT EXPERIENCE

- Azure Multi-Region Web Deployment** – Deployed a fault-tolerant website across two Azure regions using Traffic Manager, availability sets, and load balancing.
- Roundcube Mail Server on AWS** – Configured a secure webmail server on EC2 with Apache, MySQL, and SMTP over HTTPS, showcasing end-to-end cloud and server configuration skills.

TECHNICAL SKILLS

Platforms: Windows 10/11, Windows Server 2019, Linux/Unix, macOS
Cloud & Virtualization: Microsoft Azure, AWS, VMware, VirtualBox
Networking: TCP/IP, DNS, DHCP, VPN, LAN/WAN, Cisco Packet Tracer, Switching, Routing
Administration: Active Directory, Azure AD/ Entra ID, Microsoft 365, Exchange Online, Microsoft Intune
Security Tools: Metasploit, Splunk, Firewall rule management
Support Tools: Salesforce, ServiceNow, F9 VoIP, Remote Desktop
Scripting/DB: PowerShell, Python, MySQL, SQL Server
Technical Support & Troubleshooting: Skilled in hardware/software diagnostics, setting up and maintaining IT equipment including printers, hyflex classroom and audiovisual systems, technical support.
Soft Skills: Communication, Customer Service, Problem-Solving, Teamwork, Time Management