



Aditya Singh

 300 Dundas St W, Belleville

 adityasingh7991@gmail.com

 +1 (647)878-1834



Professional Summary

- More than 4 years of experience distributed in Enterprise IT infrastructure and customer facing support.
- Experience with domains like VMWare virtualization, Windows, Citrix, SQL management studio, AWS administrator, automating tasks and troubleshooting in-depth technical issues.
- Proven effective technical and communication skills, along with customer support



Soft Skills

- Ability to communicate and negotiate effectively with colleagues and stakeholders. Positively fosters relationships with all parties through skilled listening.
- Displays a strong customer service, communication skills and documentation
- Strong communication, analytical, and investigative skills with proven problem-solving abilities under high pressure environment with experience of bridge calls for Priority 1 issues.



Technical Skills

- Operating Systems: Windows Server 2003(decommissioned), 2008R2(decommissioned), 2012R2, 2016 and 2019; Linux, Windows 10 pro, Windows 11 pro, BIOS/UEFI
- Working with Citrix VDA management, Virtualization, Splunk, WSUS, RSA Console, VMWare, AWS cloud, SQL clustering, Active Directory, Box cloud storage, IIS servers, PowerShell, ITSM Incident Management and ITSM Change Management.
- Knowledge and understanding of routers, switches and firewalls along with hands on for VPN administration and whitelisting application on required approval.



Work History

June

2023 –

Now

Senior Technical Advisor

Concentrix, Bellville, ON

- Ensuring the timely resolution of issues with Enterprise servers and computers, applications, workstations, and associated equipment, while minimizing disruptions.
- Ability to troubleshoot and complete first call resolution for issues related to network, Windows, PXE IPV4, BIOS/ UEFI, RAID and hardware.
- Proficient in Salesforce for creating, updating, and managing cases to ensure efficient tracking and resolution of customer inquiries and technical issues.
- Proven expertise in troubleshooting, maintaining, configuring, and designing Windows environments.

Nov **Customer Service Representative**

2022 – *Majorel, Waterloo, Ontario*

June

2023

- Resolve customer inquiries/requests via phone, online and email.
- Utilizing professional and courteous phone techniques when obtaining and verifying information over the phone or online.
- Using problem-solving skills to troubleshoot and respond quickly to urgent enquiries, which are related but not limited to application and software issues.
- Multitasking at an adequate speed to serve the requests of the customers.
- Maintain strict confidentiality with customer account information.

July **Systems Engineer**

2018 – *Publicis Sapient, Gurgaon, India*

April

2021

- Demonstrated proficiency in building, configuring, deploying and maintaining servers, System Administration, creating a DHCP scope and adding the servers to the scope as well to ensure high availability and optimal performance of IT Systems
- Proven ability to manage Citrix VDA (Virtual Delivery Agent) installation and configuration, ensuring seamless delivery of applications to end-users.
- Deployed key VMWare ESXi technology, expertise with HA/DRS, P2V, ESX migration from 3.5 to VMWare 4.0.
- Ensuring a high level of the Information security of environment by Windows Servers security patches using WSUS and restoring files or VMs from backup tools and snapshots.
- Managing group policies in Active Directory, Forest, and Domain Infrastructure. Firm understanding of Windows security including file system permissions, file sharing, event logging, performance monitoring and disk administration.
- Ensuring high availability and minimal downtime of the servers with monitoring tools like Splunk.
- Worked on HP and Dell EMC Physical server Management, including ILO and iDRAC.
- Experience with LAN/WAN networks along with network protocols (SIP, IPSec, DNS, SHCP, SSH, SMTP)
- Taking part in DR exercises and ensuring we have business continuity in case of a disaster.
- Performed Data Center Migrations, consisting of test and production servers.
- Worked on VMware SCCM, WSUS, SSL certificates, DNS, DHCP, SSH, Telnet, VLAN, TCP/IP.
- In off-hours, represented the server team on priority one issue following SLA performance of more than 90%.
- Hands-on experience with PowerShell and Bash scripting for automation.



Education

Ontario College Graduate Certificate: Mobile Application Solutions

Bachelor of Engineering: Computer Science