

Damanpreet Chauhan

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Education

- **Computer Engineering Technician (Honors)** 2018
Major Courses – C programming, Intro to data communication and networking, Java, Electricity 1&2, Electronics fabrication, Applied Mathematics, Digital Principles, Electronic components and devices, Microprocessor and Calculus.
- **Cisco CCNA certification** 2025
- **CompTIA A+ certification** 2024
- **HP Commercial and Consumer Desktops, Workstations and Notebooks Service Qualification** 2024
- **First Aid and CPR C License** 2018

Experience

INFRASTRUCTURE ONTARIO

Toronto, ON

Deskside Support Analyst

May 2024 – March 2025

- Delivered Tier 2&3 on-site and remote tech support using Cherwell, MS Teams chat, phone and Teamviewer.
- Resolved issues across desktops, phones, printers, hardware/software, A/V, networking and internal applications.
- Managed new-hire IT onboarding (devices, licenses, access) and provided them IT Training.
- Imaged and deployed Windows laptops and Android and iOS devices using Microsoft Intune including inventory and asset info.
- Administered users, mailboxes, licenses, and permissions in Azure Entra ID, Intune, Exchange, and MS Teams using GUI and PowerShell scripting.
- Created conditional access/AD group policies administering tools like Absolute, SailPoint, MFA to maintain security standards.
- Automated tasks like account creation, collecting logs, monitoring network health by, using scripts, programming and automation tools like n8n.
- Wrote K/B articles and coordinated vendor support tickets to fix issues related to meeting rooms, A/V, network etc.

Compugen

Richmond Hill, ON

Deployment Technician

Nov 2023 – May 2024

- Led IT projects, managing deployments, go-lives, events and provided IT technical support in business and off-hours.
- Acted as field technician for TDSB, Peel Region School Board, Recipe Stores, Bingo Casino Halls to provide on-site laptop, POS, desktop repairs, replacements and warranty claims as a certified HP tech.
- Configured networking infrastructure such as routers, switches, servers, Wi-Fi routers using Cisco CLI tasks such as SSH setup and VLAN creation etc.
- Provided IT support and handled migration for 500+ laptops from Windows 10 to 11.
- Got dispatched major incidents, ensuring timely follow-up and adhere to SLA requirements for backlog tickets.

Playmind

Montreal, QC

Technical Lead & Systems Engineer

Nov 2021 – Oct 2023

- Maintained company IT infrastructure, Active Directory, Cisco routers, switches, Windows and Linux servers.
- Managed accounts, softwares and licensing for applications like Autodesk, Unreal, Unity, and G Suite.
- Handled IT technical support tickets in Jira for internal staff and in Odoo for external clients and managed ticket queues.
- Used C++ and powershell scripting to automate tasks like server backups.
- Wrote K/B articles in Confluence and provided technical training to new hires and existing staff.
- Created, modified and deleted accounts in on-prem AD and email accounts in G-suite.

Dave & Busters

Vaughan, ONC

Technical Lead & Systems Engineer

Nov 2021 – Oct 2023

- Repaired arcade gaming machines, and performed wiring to chip-board level repairs.
- Conducted daily machine inspections and prepared detailed inspection logs.
- Handled customer requests and improved customer satisfaction on the floor.

- Removed malfunctioning electronic and mechanical components and replaced them with new or refurbished parts.

Technical Skills

- **Systems & Networking:** Windows 10/11, Windows Server, Linux, macOS, Cisco routers/switches, VLAN/DHCP/DNS, Wi-Fi configuration, SSH, CCNA-level fundamentals..
- **Scripting & Programming:** PowerShell, Bash, basic Python/SQL, HTML, C, JavaScript.
- **Identity & Endpoint Management:** Entra ID/Azure AD, Google Admin Console, Exchange Online, Intune (Autopilot, compliance), device imaging, software deployment, BitLocker.
- **Support & A/V:** Walk-up and remote IT support, ticket management (ServiceNow, Jira), projectors, microphones, webcams, Teams/Zoom/Meet, printers/MFDs.
- **Asset & Vendor Management:** Inventory tracking, warranty coordination, vendor liaison.
- **Management:** MS Word, Excel, PowerPoint, Outlook, Teams, SharePoint, Google Workspace

Soft Skills

- Clear, professional communication with staff, students, and faculty.
- Calm, patient approach when assisting non-technical users.
- Strong collaboration within IT and cross-department teams.
- Adaptive problem-solving in fast-paced, changing environments.
- Organized and dependable in managing tasks and priorities.