Daman Chauhan

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Education

- **Computer Engineering Technician** (Honors)   Jan 2018
  Major Courses – C programming, Intro to data communication and networking, Electricity 1&2, Electronics fabrication, Applied Mathematics, Digital Principles, Electronic components and devices, Microprocessor and Calculus.
- **Cisco CCNA certification**   Jun 2025
- **Comptia A+ certification**   Jun 2024

Experience

INFRASTRUCTURE ONTARIO   Toronto, ON
Deskside Support Analyst   May 2024 – March 2025

- Delivered Tier 2–3 on-site and remote technical support to 2000+ user base resolving issues across hardware/software, networking and internal applications.
- Managed new hire onboardings and administered users, mailboxes, licenses, and permissions on Azure Active Directory (Microsoft Entra ID), Exchange Online, and MS Teams via GUI and PowerShell scripting
- Created conditional access and AD group policies following least-privilege concepts and used security tools Absolute, SailPoint,, MFA.
- Oversaw deployment, configuration, and compliance management of new and existing laptops and phones using Microsoft Intune.
- Skilled in hardware repair, diagnosing and resolving technical issues to restore optimal functionality.,

Compugen   Richmond Hill, ON
Deployment Technician   Nov 2023 – May 2024

- Led IT projects, managing deployments and go-lives and provided technical support to the customers.
- Acted as field technician and provided 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
- Provided IT support and handled migration for 500+ laptops from Windows 10 to 11.
- Monitored 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, including Active Directory, routers, servers, and software 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 both 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.

Skills & Interests

- **Customer Support & Tools:** Odoo, Cherwell, Zendesk, Confluence, Jira, M365 and O365 applications
- **Infrastructure & Networking:** Microsoft Azure, Cisco routers/switches, SOHO routers.
- **Operating Systems:** Windows 10/11, Windows Server, macOS Sonoma, Linux, Android, iOS
- **IT Security & Compliance:** Firewalls, Conditional Access, BitLocker, MFA, Certificates, SSH, Endpoint Encryption, Sailpoint
- **Field & End-User Support:** Onsite troubleshooting, deployments, client onboarding, product demos, post-install training
- **Scripting & Programming:** PowerShell, Bash, Java, C++, Arduino