DAMANPREET CHAUHAN

Deskside Support Analyst

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*Brampton, Ontario*

An IT Tech with 4+ years of experience in IT, looking to expand my knowledge in the world of media technology. My specialties are hardware / software troubleshooting, Engineering, Networking, Cloud, Electronics, Windows and Mac OS systems. Actively seeking opportunities in media technology support roles.

**Work Experience**

# Deskside Support Analyst

*Infrastructure Ontario (Compugen)*

May 2024 - Present

 Provide 2nd and 3rd level desk-side support, troubleshoot hardware/software issues, and escalate tickets as needed.

 Manage user accounts and permissions in Microsoft 365 Admin Center.

 Facilitate hardware provisioning for timely setup of devices.

 Diagnose and resolve VPN connectivity issues for remote access.

 Collaborate across teams to address issues and enhance user experience.  Perform Azure and Active Directory administration tasks.

 Develop PowerShell scripts for task automation.  Provide on-site support, minimize disruptions.

 Administer user mailboxes and distribution lists in Exchange

# Field Technician

*Compugen | BRAMPTON*

Nov 2023 - May 2024

Managed large-scale laptop and phone deployments.

Serviced various client's LANs and WANs, installed and configured Cisco Routers and switches.

Led a large-scale project to upgrade Bingo hall & Casino gaming entertainment machines traveling throughout Ontario Set-up servers, network switches, patch panels and routed network for the client's infrastructure.

Maintained SLAs for various work orders and traveled to client sites for troubleshooting. Performed imaging and re-imaging of workstations, operating systems and applications.

Troubleshooted desktops, laptops, printers, POS, switches using hand tools, network testers, wire tracers etc.

# Technical Lead

*PLAYMIND | MONTREAL*

Feb 2023 - Oct 2023

Traveled for game shows around North America and led the technical setup of the company's arcade game

 Designed electrical PCB boards to work along Raspberry Pi s and Arduinos

 Programmed in Arduino IDE to control the IOT devices.

 Helped the company's arcade games achieve UL electrical ratings.

 Administered 'Odoo Helpdesk' to assign tickets to the team and provided in-house IT support.

 Remotely helped the company's worldwide client's with any of their hardware and software issues.  Maintained the company's network and managed Cisco Catalyst routers, switches.

 Wrote detailed technical documentation in Jira to ensure system changes were properly documented.

# IT Support Technician

*PLAYMIND | MONTREAL*

Nov 2021 - Feb 2023

Solving IT related issues through phone, email, Odoo Helpdesk, anydesk and in person for client's and internal staff. Troubleshooted PCs, servers, printers, mobile phones and desk phones for internal staff.

Placed service calls for out of scope repairs and managed the company's VoIP system.

Managed Basic AV equipment, projector/TVs, sounds systems, amps, DMX lightning for office and arcade center. Provided basic network support and solved software issues relating to Windows, DNS, Antivirus, RDP, VPN. Performed soldering on electronic equipment to fix the company's custom PCBs.

Installed new and upgraded old desktop systems for staff while ensuring quality assurance.

# Game Technician

*DAVE & BUSTERS | VAUGHAN*

Aug 2021 - Nov 2021

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

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

# Education and Certs

* **Computer Engineering Technician**

Diploma with Honors

* Comptia A+
* HP Commercial Desktops, workstations, Notebooks and Chromebook Service