Christopher Panetta

Technical Sales Coordinator

⊙ Oshawa, ON + Mississauga, ON | ☎ 416-302-6872 | @ jobs@chrispanetta.com | 🔗 https://chrispanetta.com

Profiles

 chrispan0

 Chris Panetta
LinkedIn

Summary

Professional student and employee with high standards and results-driven approach, bringing extensive experience in IT and sales. Known for fostering strong team collaboration and consistently achieving desired outcomes. Reliable to maintain excellent client relationships. Skilled in technical product knowledge, strategic sales planning, unorthodox negotiation tactics and effective communication.

Experience

i3 Solutions Inc   **June 2024 - Present**
Technical Sales Coordinator   Mississauga, ON
🔗 https://i3inc.ca

- Exceeded sales targets through effective communication of product features, benefits, and value propositions to clients.
- Collaborated with cross-functional teams such as R&D for the sale of products
- Managed quotes and collected information and vendor pricing from various vendors to create custom Request for Proposals (RFPs) and Request for Quotes (RFQs).
- Managed Client Relations towards potential clients and ensured a relationship was established.
- Negotiated shipping times with Distributors and Vendors.

i3 Solutions Inc   **February 2023 - Present**
IT Technical Support Specialist   Mississauga, ON
🔗 https://i3inc.ca

- Resolved urgent, high, medium, and low priority tickets for Manufacturing and Business clients, ensuring prompt and efficient issue resolutions.
- Configured and maintained advanced networking equipment, optimizing network performance and ensuring seamless connectivity for clients.
- Problem-solving skills to troubleshoot complex technical issues, employing systematic and analytical approach.
- Regularly traveled onsite to repair and restore networks, effectively minimizing downtime and ensuring uninterrupted operations for clients.
- Maintained documentation of network configurations, troubleshooting steps, and resolution procedures for a global knowledgebase with future reference.
- Collaborated with cross-functional teams to identify and implement process improvements, enhancing overall technical support efficiency and customer satisfaction.
- Proactively engaged with clients to provide proactive support, conducting regular network audits and recommending optimizations to improve performance and security.

Pearl Bridal House   **April 2024 - June 2024**
System Network Administrator   Toronto, ON
🔗 https://www.pearlbridalhouse.com/

- Deployed and managed a comprehensive Cisco network infrastructure, including routers, switches, Wireless LAN Controller (WLC), and Access Points (APs), ensuring seamless connectivity and optimal performance.
- Set up and maintained firewalls to establish secure network boundaries, prevent unauthorized access, and protect against cybersecurity threats.
- Implemented and managed Secure Socket Layer (SSL) Virtual Private Network (VPN) solutions to enable secure remote access to the network for authorized users, ensuring data privacy and confidentiality.
- Conducted regular monitoring, troubleshooting, and performance optimization activities to maintain network uptime, identify issues proactively, and implement necessary adjustments for optimal network functionality.
- Implemented security protocols, access control mechanisms, and encryption techniques to safeguard network data, resources, and communication channels.

Education

Ontario Tech University   **July 2023 - Present**
(Networking & IT Security), Minor: (Business Sales)   B.IT
3.5 GPA
🔗 https://ontariotechu.ca

Certifications

CCNAv7: Introduction to Networks   **July 2024**
Cisco Networking Academy

IT Glue Certified Technician Exam   **March 2023**
Kaseya

Introduction to Cybersecurity   **October 2022**
Cisco Networking Academy

Volunteering

Netsoc - Ontario Tech Networking & IT Security Students' Association   **April 2024 - Present**
Chief Operating Officer   Oshawa, ON

Not By AI   **November 2023 - December 2023**
Italian Translator   Remote

Movember Foundation   **October 2018 - Present**
Student Volunteer & Event Coordinator   Remote

Awards

ISSessions CTF 2025   **Feb 2025**
Sheridan College
🔗 https://issessions.ca/

- Fastest Time Recognition - 15m 32s
- 4th Place Individual Score - 945 Pts
- 2nd Place Team Score - 2471 Pts

NetSoc Tacops CTF 2024   **March 2024**
Ontario Tech University
🔗 https://netsoc.ca

- 5th Place Individual Score - 1488 Pts
- 4th Place Team Score - 3489 Pts

Skills Ontario Competiton 2023   **May 2023**
Skills Ontario

- IT Network Systems Administration - 4th Place

Kaseya Certified Technician in BMS   **December 2023**
Kaseya

Interests

HomeLab
Open Source, Self Hosted, On-Prem

Skills

Operating Systems
● ● ● ● ●

Windows Server 2025 | 2022 | 2019, Windows 11 | 10, MacOS Sequioa | Sonoma | Ventura | Monterey | Big Sur | Catalina | Mojave | High Sierra, Linux Ubuntu | Debian | Kali

Virtualization
● ● ● ● ●

VMWare, Hyper-V, VirtualBox, ESXi, Docker

Business Skills
● ● ● ● ●

Customer Service, Deal Closing, Sales Presentations, Negotiation Tactics

Specialized Technical Skills
● ● ● ● ●

RAID, Hardware, DNS, Intranet, Security Practices, Storage Redundancy, Cisco iOS, FortiOS, Active Directory & Group Policy Objects

Projects

Tri Site-To-Site VPN/Personal Intranet   **August 2024 - Present**

The project involves setting up a tri-site network topology with a site-to-site VPN with IPSec connecting three locations: Home, Business and Store. Each site is connected via a secure VPN tunnel, allowing seamless communication between devices across different subnets. The network supports centralized backup operations using Veeam Backup & Replication, where all critical servers and desktops at each site are backed up to a centralized NAS located at the PTA site and then backed up to the offsite NAS located at the SIM site with DNS and Active Directory between 2 Servers at the PTA and SIM site.

Comprehensive Domain Setup & Personal Network Infrastructure for chrispanetta.com   **September 2024 to Present**

I created and configured a robust domain structure for chrispanetta.com to showcase a variety of personal projects, demos, and services. The project involved setting up subdomains for multiple purposes, integrating dynamic content, and implementing redirects to streamline navigation and optimize the user experience.