

GAGANDEEP GAGANDEEP

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Profile

Dedicated Computer Systems Technician and Operations Control Analyst with hands-on experience in data management, process optimization, and workflow automation. Gained valuable technical expertise at Sheridan College and the Ministry of Public and Business Services Delivery and Procurement, where I contributed to enhancing operational processes and delivering meaningful results. Skilled in using tools like Microsoft Power Automate, Power BI, and advanced Excel to analyze data and create clear, actionable dashboards and reports. Known for strong technical writing, problem-solving, and a collaborative approach that drives team success. I take pride in identifying opportunities for improvement and implementing practical solutions to streamline operations and support organizational goals.

Experience

Operation Control Analyst

Ministry of Public and Business Services Delivery and Procurement
Guelph, Ontario

09/2024 to 01/2025

- Actively contributed to the operations of a Tier IV Data Centre, gaining hands-on experience with monitoring Mainframe, Windows, and UNIX servers, as well as storage and network devices.
- Assisted with the installation and maintenance of critical hardware devices, ensuring seamless functionality and uptime.
- Acquired practical knowledge of mainframe systems, including navigating for problem diagnosis, analyzing logs, and managing jobs such as starting, stopping, or restarting processes.
- Gained experience with VMware vCenter, including creating snapshots and provisioning virtual machines to support operational needs.
- Utilized ITSM modules such as Incident Management, Change Management, Configuration Management Database, and ITSM Remedy-based tools to streamline processes and ensure compliance.
- Developed automated workflows using Microsoft Power Automate, reducing manual effort and streamlining routine tasks.
- Leveraged Microsoft Power BI and advanced Excel functions to analyze data and produce insightful dashboards from monitoring alerts, incidents, and change records.
- Created and delivered custom applications for the operations team using JavaScript, HTML, and VBA, enhancing productivity and operational workflows.
- Collaborated with cross-functional teams to refine and optimize existing processes and tools, improving overall operational efficiency.

Education

Diploma

Computer Systems Technician – Information Technology Infrastructure and Services

Sheridan College

Completed on 04/2025

Brampton, Ontario

- GPA: 3.62 - Graduated with Honors

Technical Skills

- Automation Tools: Power Automate, Excel/Word VBA Scripting, PowerShell
- Data & BI: Power BI, Advanced Excel, SQL, MS Access
- ITSM & Service Tools: ServiceNow, Remedy, JIRA, ITIL
- Operating Systems: Windows, Linux/Unix, Mainframe Systems
- Web Development: HTML, CSS, JavaScript
- Virtualization & Cloud: VMware vCenter, Microsoft Azure
- Other Tools: MS 365 Suite, Incident/Change/Config Management, Technical Documentation

Relevant Courses

- MS PowerShell Scripting
- Computer & Network Security
- WEB Technologies
- System Admin Linux/Unix
- IT Troubleshooting Maintenance
- Database Management Using MS Access
- Customer Service Skills
- Cloud Tracking and Management
- Operating Systems Technician
- Linux/UNIX Operating Systems
- SQL and Database Management
- Data Network Design/Config
- Help Desk Management

Projects

Collaborative Projects:

- Query Maker: Developed a tool for generating faster queries, streamlining the querying process, and improving efficiency in data retrieval.
- OCC Enhancements: Collaborated on enhancing OCC webpages by fixing bugs and implementing necessary changes to improve site functionality and user experience.

Individual Projects:

- ESMT Automation: Built a Chrome Extension to automate actions in eSMT, enhancing efficiency in capturing and processing critical processes.
- Full-Stack Application: Created a dynamic, full-stack web application for process documentation, including IT processes and service operations.
- Workflow Automation Tools: Utilized scripting and Power Automate flow for automating processes, reducing manual tasks, and enhancing workflow efficiency.