



Gajan Ketheeswaran

Professional Summary

Adaptable IT professional skilled in infrastructure support, troubleshooting, and software development, with hands-on experience at the Canada Revenue Agency (CRA) as an IT Infrastructure Support Analyst. Expertise in customer service, programming, and data integrity, with a track record of problem-solving and team collaboration. Ready to leverage skills to drive excellence in IT roles.

LinkedIn: <https://www.linkedin.com/in/gajan-ketheeswaran-5aa06628a/>

Portfolio: <https://gajan2001.github.io/github.io/>

Work History

Canada Revenue Agency (CRA) — IT Infrastructure Support Analyst
Toronto, ON | Sep 2023 – Dec 2024

- IT Support & Troubleshooting: Diagnosed and resolved IT tickets, reducing downtime and improving operational efficiency.
- Hardware & Deployment: Deployed and configured laptops, workstations, and peripherals to enhance employee productivity.
- IT Ticketing & Incident Management: Hands-on experience with Remedy ITSM and Fusion IT Ticket Management for tracking, prioritizing, and resolving technical issues.
- Asset Management: Skilled in managing IT assets using Remedy Asset Management and Fusion IT Asset Management tools.
- Scripting & Automation: Proficient in PowerShell scripting for automating tasks, troubleshooting, and improving IT workflows.
- Security & Compliance: Ensured data security and compliance with IT protocols to safeguard sensitive information.
- Service Desk Support: Experience providing technical support via IT service desk applications, diagnosing issues, and ensuring timely resolutions.

Toronto Waters — IT Trainee (Co-Op)
Toronto, ON | Jan 2023 – Apr 2023

- Created knowledge base articles to streamline future troubleshooting efforts.
- Assisted in resolving technical issues, ensuring smooth IT operations.
- Optimized work order completion processes, reducing downtime and enhancing productivity.

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📞 647 829 4794

📍 Pickering, Canada L1X 0G3

Skills Technical Skills

- IT Infrastructure Support
- Hardware and Software Troubleshooting
- Network Configuration (LAN/WAN)
- Windows Server and Linux Administration
- Virtualization (VMware, Hyper-V)
- Python Development and Scripting
- Database Management (SQL, SQLite)
- IT Security and Compliance
- Remedy Solutions

Soft Skills

- Collaboration and Teamwork
- Customer Service Excellence
- Documentation and Knowledge Sharing
- Problem-Solving and Critical Thinking
- Effective Communication

Pickering Casino – Casino Cage Cashier

North York, ON | Aug 2022 – Sep 2023

- Ensured accurate cash handling and transaction processing, supporting financial compliance.
- Delivered excellent customer service, building rapport and enhancing patron satisfaction.
- Maintained regulatory compliance, contributing to a secure and legally compliant environment.

Esso – Customer Service Representative

North York, ON | May 2022 – Aug 2022

- Provided proactive customer service and resolved inquiries, fostering loyalty and satisfaction.
- Trained staff on company procedures, improving teamwork and operational efficiency.

Systems

- BMC Remedy
- Fusion
- BigFix
- PowerShell
- Wireshark
- Power BI
- Microsoft Azure,
- AWS
- Citrix,
- Cisco Packet Tracer,
- Wireshark
- Excel

Education

Seneca College of Applied Arts and Technology

Advanced Diploma in Computer Engineering Technology

North York, ON | Jan 2022 – Dec 2024

Certifications

- CCNAv7: Switching, Routing, and Wireless Essentials – Cisco Networking Academy | May 2024

Gateway College

Diploma in Commerce

Negombo, SL | Jul 2018 – Aug 2020

Awards

Seneca College

- Category Winner, Hackathon
- President's Honour List: Fall 2024

Gateway college (High school)

- Leadership
- Best performance in accounting
- Highest grade in Edexcel

Internships

- Iceman technologies

Currently Pursuing

- CompTIA A+, Security+, Network+, and CCNA
- Learning French
- Looking for IT job opportunities

Professional References

Wayne Guo

Former Supervisor | Canada Revenue Agency (CRA)

✉ Email: Available upon request

📞 Phone: Available upon request

Charles He

Former Supervisor | Toronto Water

✉ Email: Available upon request

📞 Phone: Available upon request

Kara Daley

Former Supervisor | Pickering Casino

✉ Email: Available upon request

📞 Phone: Available upon request