

# 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: <a href="https://www.linkedin.com/in/gajan-ketheeswaran-5aa06628a/">https://www.linkedin.com/in/gajan-ketheeswaran-5aa06628a/</a>

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.

gajankethi@gmail.com

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

#### Soft Skills

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

#### Pickering Casino - Casino Cage Cashier

Pickering, ON | 08/2022 - 09/2023

- 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.

#### **Education**

Seneca College of Applied Arts and Technology

Advanced Diploma in Computer Engineering Technology

North York, ON | Jan 2022 – Dec 2024

• President's Honour List: Fall 2024

#### Certifications

- CCNAv7: Switching, Routing, and Wireless Essentials Cisco Networking Academy | May 2024
  - **Click** ►

#### **Awards**

• Category Winner, Hackathon

## **Gateway College**

Diploma in Commerce

Negombo, SL | 07/2018 - 08/2020

• Leadership Award, Best in Accounting

#### Other Education:

## September 2011- April 2018

#### **Gateway College**

**July 2018- August 2020** Negombo, SL

Diploma: Commerce

## Awards in Gateway college

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

#### Internships

• Iceman technologies