



# 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.

## Work History

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

- Resolved IT tickets, reducing downtime and enhancing operational efficiency across departments.
- Deployed and configured laptops and workstations to improve employee productivity.
- Diagnosed technical issues and implemented solutions, ensuring positive end-user experiences.
- Ensured data security and compliance with IT protocols, safeguarding sensitive information.

### 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.

### 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.

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📍 Pickering, Canada L1X 0G3

[Linkedin profile.](#)

## 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

## 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 (Completed)

- 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

*Seneca Project Video links (click to view)*

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*Distance Sensor using Raspberry PI*

*Server Motor*

*LED pattern*

*Capacitor & Server Motor*

*Python programing*

*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

**Seneca College of Applied Arts and Technology**

January 2022 – Present

North York, ON

(Advance Diploma): Computer Engineering Technology