



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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☎ 647 829 4794

📍 Pickering, Canada L1X 0G3

[Portfolio: Explore My Work](#)

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)

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

- Icceman technologies

Seneca College of Applied Arts and Technology

January 2022 – Present

North York, ON

(Advance Diploma): Computer Engineering Technology