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GAJAN KETHEESWARAN

LINKEDIN, PORTFOLIO PROFILES

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

PROFESSIONAL SUMMARY

Versatile and solutions-focused IT Infrastructure Administrator with over 4 years of experience supporting virtual and physical systems in enterprise environments. Proficient in deploying and managing VMware virtual machines, Windows Server administration, and enterprise-grade backup and recovery systems such as Commvault. Experienced in monitoring infrastructure alerts, responding to incidents, and ensuring system uptime through proactive maintenance and automation. Adept at working in data center environments, managing hardware lifecycles, and collaborating with vendors and internal teams to support critical operations. Known for delivering consistent results in fast-paced, service-oriented settings with strong adherence to ITIL standards and high availability practices.

SKILLS

- Technical Support: Windows 10, Office 365 (Outlook, Teams, OneDrive, SharePoint), VPN, Citrix, RDP
- IT Operations: Active Directory, Azure AD, MFA/SSO, PowerShell automation
- Ticketing Systems: ServiceNow, BMC Helix Remedy | Incident & Request Management
- Mobile Devices: Android and iOS troubleshooting
- Soft Skills: Customer Service, Documentation, Communication, SLA Management
- Certifications: CCNA (Switching, Routing, Wireless Essentials), ITIL v4 (In Progress), ISC²

WORK HISTORY

IT Infrastructure Support Analyst (CRA)
Canada Revenue Agency, Toronto, ON | May 2023 – Dec 2024
- Delivered frontline technical support via phone and ticketing systems, resolving 120+ tickets/month with 95% first-contact resolution.
- Managed user accounts in Active Directory and Azure AD, including provisioning, password resets, and group policy adjustments.
- Configured and supported MFA/SSO authentication systems.
- Executed PowerShell scripts for onboarding and reporting tasks.
- Maintained compliance with CRA and ITIL protocols for incident/change management.

IT Analyst
City of Toronto – Toronto Water, Toronto, ON | Jan 2023 – Jun 2023
- Supported the Toronto Water division by maintaining documentation for user access requests and system changes.
- Verified provisioning accuracy and maintained internal records, ensuring compliance with data security standards.

- Created and updated technical documentation to streamline recurring processes, enhancing team efficiency.
- Contributed to process improvements in ITSM workflows, helping reduce system downtime by 40%.
- Developed attention to detail and data entry accuracy, supporting internal audit readiness and operational reporting.

IT Support Technician

SysTech Solutions, Colombo, Sri Lanka | Jan 2020 – Dec 2021

- Deployed, configured, and maintained virtual machines using VMware, supporting high availability and performance across core infrastructure.
- Monitored system alerts and resolved issues proactively to minimize downtime and ensure business continuity.
- Administered Windows Server environments, storage arrays, and backup solutions including Commvault and IBM systems.
- Supported backup and disaster recovery planning, conducting regular testing and documentation updates.
- Collaborated with vendors to manage hardware support contracts and escalate data center issues when necessary.
- Ensured all systems met compliance standards and followed ITIL-aligned processes for change and incident management.

Casino Cage Cashier (part-time)

Pickering Casino, Pickering, ON | Aug 2022 – Sep 2023

- Processed over $500K in monthly financial transactions with 99.9% accuracy.
- Maintained 100% compliance in AML protocols and FINTRAC reporting standards.
- Reconciled daily cash drawers and backend transactions with zero discrepancies.
- Handled NRT (Note Redemption Terminals) reconciliation and POS system integrity.
- Delivered customer service excellence, achieving a 95% satisfaction rating.

Customer Service Representative (Part-time)

Esso, North York, ON | May 2022 – Aug 2022

- Handled 200+ customer interactions monthly, managing payments and returns.
- Ensured accurate recording of sales transactions and managed till balancing.
- Trained 2 new staff on POS systems, improving operational accuracy.

SYSTEMS

ITIL Systems: helix BMC remedy, helix BMC fusion, BigFix, Citrix
Point-of-Sale (POS) Systems: Bally, KAMBI sports betting
Other systems: OLG reporting, RTMS, FINTRAC

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
(ISC)² Certified in Cybersecurity (CC)
ITIL v4 (In Progress)