

Amit Gautam

London, Ontario

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Objective

Computer Systems Technician graduate with practical experience in troubleshooting, scripting, and hardware/software support. Adept at delivering technical solutions, supporting end users, and maintaining IT infrastructure. Seeking to apply strong problem-solving and customer service skills in a dynamic and growth-oriented IT environment.

Employment Experience

HELP DESK & IT SUPPORT

February 2024 – Currently

Dlytica Inc., 380 Wellington St. Tower B, London, Ontario

- Provided technical support to users by troubleshooting issues like system errors, account lockouts, hardware problems, and software glitches.
- Used SysAid to log and manage support tickets, keeping track of issue priority and resolution progress.
- Escalated more complex issues when needed, while always keeping user satisfaction in mind.
- Helped set up client computers in the company domain, checked login authentication, and made sure group policies were applied.
- Installed and configured key Windows Server roles like Active Directory, DHCP, and DNS to support the internal network.
- Took the initiative to learn new tools and processes on the job, which helped improve the speed and quality of support provided to users.

FIBER TECHNICIAN (CONTRACTED TO DISH HOME)

February 2021 – November 2023

One Communication, Bharatpur, Nepal

- Interfaced directly with customers to troubleshoot and resolve internet and hardware issues.
- Provided on-site and remote technical support for fiber-optic networks and equipment.
- Diagnosed and resolved connectivity and configuration issues to minimize downtime.
- Installed and configured routers, switches, and customer-premise equipment.
- Collaborated on large-scale network upgrades, ensuring adherence to technical standards.
- Strengthened problem-solving, adaptability, and client-focused communication in field service settings.

CUSTOMER SERVICE ASSOCIATE

May 2019 – Dec 2020

Bhat-Bhateni Supermarket, Hetauda, Nepal

- Delivered exceptional customer service in a high-volume retail environment.
- Processed cash, credit, and mobile payments accurately and efficiently.
- Maintained a clean, organized, and customer-friendly checkout area.
- Resolved customer inquiries and complaints promptly and courteously, contributing to customer retention.
- Assisted with store merchandising, shelf restocking, and inventory control.
- Supported merchandising efforts and maintained organized displays to drive product visibility.
- Recognized for reliability and consistent adherence to company policies and procedures.

Education

COMPUTER SYSTEM TECHNICIAN

Fanshawe College, London, ON

- January 2024 – April 2025
- Relevant Courses: Database Fundamentals, Cisco CCNA, Python Fundamentals, Windows Server, Linux, Service Desk and User Support, and PowerShell Automation.

Core Qualifications

- **IT Support Tools:** SysAid, Ticketing Systems, VoIP, Remote Desktop Applications
- **Troubleshooting:** Hardware, Software and Network Diagnostics
- **Operating Systems:** Linux, Windows and Mac OS
- **Networking:** Switch/Router Configuration and troubleshooting.
- **Programming Languages:** PowerShell, HTML, CSS, Python, SQL
- **Additional:** Azure Cloud, Docker

Skills And Abilities

- Proficient in database programs including Microsoft SQL, MySQL, and PostgreSQL.
- Experienced in setting up and managing routers and switches.
- Hands-on experience in Windows Server environments, including Active Directory, Group Policy Management, DHCP, and DNS.
- Familiar with Linux systems and command-line operations.
- Skilled in scripting and automation using Python and PowerShell.
- Proficient with virtualization tools and services like Azure Cloud, Hyper-V, and VirtualBox.
- Experienced in remote desktop tools such as Windows Remote Desktop and AnyDesk, as well as customer support applications like SysAid.