

# Amit Gautam

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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**

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

February 2024 – Currently

- 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)**

One Communication, Bharatpur, Nepal

February 2021 – November 2023

- 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**

Bhat-Bhateni Supermarket, Hetauda, Nepal

May 2019 – Dec 2020

- 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.