

# GOUTHAM KRISHNA

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<https://www.gouthamkrishna.xyz>

## OBJECTIVE

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Striving for a dynamic IT position where I can apply my expertise in Linux operating systems, networking, virtualization, and cloud computing. Dedicated to delivering exceptional customer support and technical proficiency, guaranteeing swift issue resolution, and ensuring utmost satisfaction for end-users.

## SKILLS & ABILITIES

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- Demonstrated expertise in Linux Operating Systems, including installation, configuration, maintenance, and shell scripting.
- Solid understanding of networking principles including VLANs, port security, routing protocols (EIGRP, OSPF), ACL, and NAT.
- Experience with VMWare virtual machine setup and AWS cloud services, Microsoft Azure, Red Hat Enterprise Linux 8, IT helpdesk software, and Windows Server O/S, including Hyper-V, virtualization, active directory, and network services.
- Assist in diagnosing, troubleshooting, documenting, and monitoring technical issues across various platforms and workstations using appropriate methodologies and software, including Office 365 and other relevant tools.

## EDUCATION

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Computer Systems Technician Diploma | Sep 2022 -Aug 2024

Humber College - Etobicoke, ON

- Relevant Coursework: Linux Operating Systems, Networking Fundamentals, Python, MySQL, Windows Server Operating System, IT support, Virtualization, HTML, CSS & Cloud Technologies.

## WORK EXPERIENCE

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Order Processor/Dealer Returns Processor | May 2023-Feb 2024

Ford Motor Company, Brampton

- Leveraged advanced proficiency in diverse software applications to enhance claims processing, optimize inventory management, troubleshoot issues, and streamline processes, resulting in a substantial 25% improvement in overall productivity.
- Oversaw the management and maintenance of multiple software systems, ensuring uninterrupted operations and proactively addressing issues, leading to an impressive 30% reduction in system downtime.
- Provided exemplary technical support to a large customer base through phone and email channels, showcasing strong communication skills and a deep understanding of troubleshooting methodologies.

Store Associate | Sep 2022-Apr 2023

Walmart Canada, Mississauga

- Effectively handled a high volume of customer inquiries, resolving issues, answering questions, and providing product information, focusing on delivering exceptional service and ensuring customer satisfaction.
- Successfully managed multiple customer service inquiries through calls and emails simultaneously, ensuring prompt responses while maintaining attention to detail and accuracy.

REFERENCES AVAILABLE UPON REQUEST