

GOUTHAM KRISHNA

MISSISSAUGA, ONTARIO

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OBJECTIVE

Seeking a challenging role as an IT Help Desk Technician where I can leverage my skills in Linux operating systems, networking, virtualization, and cloud computing. I am committed to providing excellent customer support and technical expertise, ensuring end-user satisfaction and prompt problem resolution.

SKILLS & ABILITIES

- 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, Red Hat Enterprise Linux 8, IT helpdesk software, and Windows Server 2016, 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

Computer Systems Technician Diploma | Sep 2022 -Aug 2024

Humber College - Etobicoke, ON

- Relevant Coursework: Linux Operating Systems, Networking Fundamentals, Windows Server Operating System 2016, IT support, Virtualization & Cloud Technologies.

WORK EXPERIENCE

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

Ford Motor Company, Brampton

- Demonstrated expertise in utilizing a variety of software applications for claims processing, inventory management, and troubleshooting, streamlining processes, and improving productivity by 25%
- Managed and maintained multiple software systems, ensuring seamless operations and troubleshooting, resulting in a 30% reduction in system downtime.
- Delivered exceptional technical support to a high volume of customers via phone and email.

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