

GOUTHAM KRISHNA

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<https://www.gouthamkrishna.xyz>

OBJECTIVE

Dynamic IT Technician aiming to leverage expertise in Linux operating systems, networking, virtualization, and cloud computing in an Information Technology Support Technician role. Dedicated to delivering top-notch customer support and technical proficiency, ensuring swift issue resolution and maximum end-user satisfaction.

SKILLS & ABILITIES

- Demonstrated expertise in Linux Operating Systems, including installation, configuration, maintenance, shell scripting, and Familiarity with Windows 11, MacOS, Office 365, TeamViewer, Adobe Acrobat, and web development environments.
- Solid understanding of networking principles including VLANs, TCP/IP, LAN/WAN/VPN technologies, network protocol, 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, IT helpdesk software, and Windows Server O/S, including Hyper-V, virtualization, active directory, and network services.
- Experience with ITSM Service Management frameworks, diagnosing, troubleshooting, documenting, and monitoring technical issues across various platforms, mobile devices, and workstations using appropriate methodologies and software, including Office 365 and other relevant tools.

EDUCATION

Computer Systems Technician Diploma with Honors | 2022 - 2024

Humber College - Etobicoke, ON

CERTIFICATIONS

- [ISC2 Certified in Cybersecurity \(CC\)](#)
- [Google IT Support Professional Certificate](#)

WORK EXPERIENCE

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

Ford Motor Company, Brampton

- Leveraged proficiency in diverse software applications to enhance claims processing, inventory management, troubleshoot issues, and streamline processes, resulting in a 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