

# GOUTHAM KRISHNA

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<https://www.gouthamkrishna.xyz>

## OBJECTIVE

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Dynamic IT professional 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

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- 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, 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 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 -April 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