

# Tarik Gungor

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## IT Support Specialist | Infrastructure & Endpoint-Focused

Infrastructure-focused IT support professional supporting 60+ endpoints across hybrid business environments. Experienced in Windows 10/11 administration, Active Directory user management, Microsoft 365 support, endpoint configuration, and network troubleshooting (TCP/IP, DNS, DHCP, VPN). Skilled in hardware support, device deployment, remote troubleshooting, and maintaining operational system reliability. Actively expanding into systems administration through virtualization and server-based lab environments.

### Technical Skills

- Operating Systems: Windows 10/11, Ubuntu Linux
- Directory Services: Active Directory (User & Group Management)
- Cloud & Productivity: Microsoft 365
- Networking: TCP/IP, DNS, DHCP, VPN, Network Segmentation
- Endpoint Management: Device configuration, policy deployment, system updates
- Virtualization: Hyper-V (Ubuntu VM Lab Environment)
- Security: Endpoint monitoring, configuration hardening
- Hardware: Desktop/laptop troubleshooting, device setup & deployment
- Remote Support: Remote diagnostics and issue resolution

### Professional Experience

#### IT Specialist — BETA PREP, Toronto, ON (2024 – Present)

- Support and maintain 38 endpoints in a hybrid business environment
- Manage and resolve user incidents ensuring minimal operational disruption
- Configure and maintain Windows 10/11 devices
- Assist with Microsoft 365 administration and user account management
- Troubleshoot network connectivity issues (DNS, DHCP, IP configuration)
- Deploy and configure new devices for staff use

#### IT Support Specialist — Bestof Floor LTD, Toronto, ON (2023 – Present)

- Provide technical support across a 23-device environment
- Diagnose and resolve user-reported hardware and software issues
- Perform Active Directory user account management
- Support internal network infrastructure and connectivity
- Maintain system reliability and ensure daily operational continuity

#### IT Analyst (Internship) — Payment Source, Toronto, ON (2023)

- Worked with ManageEngine Endpoint Central for device configuration
- Assisted in mobile device management (MDM) deployments
- Contributed to 50+ endpoint configurations
- Supported endpoint monitoring and structured policy implementation

### Projects

- Capstone: Virtualized Enterprise Lab — NAT/firewall routing, multi-DC design, Linux DHCP, DNS, SAN/iSCSI, and failover testing (Hyper-V + VMware/ESXi).
- Active Directory: Users, OUs & GPO — structured OU design, security groups, permissions, and policy-based workstation/user settings.
- DNS: Primary/Secondary + AD-Integrated Zones — service configuration, zone design, and troubleshooting patterns.
- DHCP: Linux + Advanced DHCP Service — scope planning, options, reservations, and service validation in a segmented environment.
- Storage: SAN + iSCSI + RAID — iSCSI connectivity and redundancy testing (multi-disk failure scenarios).
- Failover Cluster: File Servers + Shared Storage — cluster design, shared storage (VHD Set), and availability testing.
- VMware ESXi: Nested Build & Management — workstation + nested ESXi environment setup for repeatable lab workflows.

### Education

#### Computer Systems Technology (Advanced Diploma) — George Brown College, Toronto, ON (2026 – Ongoing)

#### Technology Support Professional — British Columbia Institute of Technology (2022 – 2023)