

Gurkeerat Singh

Computer Science

Contact

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Skills

Java/C/C++

Very Good

HTML 5

Excellent

Computer skills

Excellent

Troubleshooting techniques

Excellent

Technical problem-solving

Excellent

Technical understanding

Excellent

Working as System Support technologist at KPU with great insight in problem solving and having a keen interest in developing. understanding the task before doing and then using the best approach to solve the problem in best possible way.

Competent Geek Squad Agent well-versed in assisting users with diverse computer system, mobile device and peripheral equipment problems. Familiar with security standards and usability optimization. Effectively operates autonomously to troubleshoot and fix concerns. Skilled with experience in technical support and operations.

Work History

2020-08 -

2021-09

Counter Intelligence Agent

Best Buy, White Rock, British Columbia

- Removed malware, ransomware and other threats from laptops and desktop systems.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Analyzed problems and issues to identify troubleshooting methods needed for quick remediation.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Configured hardware, devices and software to set up work stations for employees.
- Trained users on how to operate devices.
- Responded to telephone, email and in-person inquiries regarding on going repairs.
- Completed inventory counts and organized supplies.
- Built and provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems.
- Installed, modified and repaired software and hardware to resolve technical issues.

2021-10 -

Current

System Support Technologist

Kwantlen polytechnic university, British Columbia

- Provide tier-1 and tier-2 support to the end user either physically or through remote support tools
- Manage, create, respond to, and resolve Incidents and Service Requests on Cherwell
- Support and administer various third-party applications
- Manage user and computer properties on systems like DHCP, SSO, MFA and AD
- Configure and provide end user support for desktops, laptops, and printers
- Configuration and troubleshooting of basic issues related to (but not limited to) virtual machines, network protocols, and Windows File Shares

Education

2018-01 - 2020-09	Diploma: Computer Information Systems <i>Kwantlen Polytechnic University - Surrey, BC</i>
2019-11 - 2020-01	Certificate of Technical Studies: CCNA Routing And Switching <i>Cisco - Vancouver</i>
2017-07 - 2017-11	Certificate: Web Development <i>Banglore Computer Education - Punjab</i>
2016-01 - 2017-06	High School Diploma <i>St. Joseph Convent School - Punjab</i>