LOVEPREET SIDHU

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SUMMARY OF QUALIFICATIONS

- Detail-oriented and adaptable 4th year Information Technology student at Kwantlen Polytechnic University with intended completion in 2026 with hands-on experience in system administration, networking, and security.
- Proven expertise in Windows/Linux/Mac environments, Active Directory, and enterprise networking and security solutions with demonstrated troubleshooting capabilities developed through academic projects and lab work.
- Proven ability to troubleshoot systems across Windows, Linux, and macOS environments, supported by strong communication skills built through roles in healthcare, logistics, and tech sales.
- Recognized for exceeding performance targets, optimizing workflows under pressure, and applying technical knowledge to practical challenges in both academic and operational settings.

SKILLS

- **Operating Systems** | Windows 7/10/11 | Windows Server 2016/2019 | macOS | Linux (Ubuntu, Kali)
- **Tools** | Active Directory | Microsoft 365 | Remote Desktop | Ticketing Systems | User Account Management
- **Networking** | TCP/IP | VLANs | DHCP | Routing protocols | Network segmentation | IDS/IPS | Cisco Packet Tracer
- **Hardware Support** | Desktop/Laptop Troubleshooting and Repair | Printer/Peripheral Setup | System Imaging
- **Software & Scripting** | SQL | MySQL | Bash | Python | HTML/CSS | JavaScript
- **Security** | System Hardening | VPN Configuration | Firewall Management | Network Monitoring
- **Professional Skills** | Technical Troubleshooting | Problem Resolution | Documentation | Time Management
- **Communication Skills** | Customer Service | Technical Communication | Team Collaboration
- **Certifications** | AWS Certified Cloud Practitioner (Feb 2024) | AWS Certified Solutions Architect – Associate (Nov 2024)

EDUCATION

Kwantlen Polytechnic University | Bachelor of Technology – BTech: Information Technology | intended: Network Administration and Security | May 2022- May 2026 (expected)

PROJECTS

File Integrity Monitoring Tool - System Security – March 2025 - LINK

- Developed Java-based File Integrity Monitor using SHA-256 hashing and WatchService API to detect unauthorized file changes
- Implemented OSSEC host-based IDS on Kali Linux, analyzing real-world deployment challenges and security considerations.
- Created technical documentation and user guides to communicate security benefits to non-technical stakeholders.

Enterprise Networking, Security, and Automation lab work
- Completed hands-on labs, covering OSPFv2, IPv4 ACLs/NAT, WAN technologies, and network automation.
- Developed troubleshooting and configuration skills for enterprise networks, crated network simulations using Cisco Packet tracer

Online recruitment system- System Development – March 2025 - LINK
- Designed and implemented an online recruitment system using PHP, MySQL, HTML, CSS and XAMPP, featuring applicant and HR admin interfaces. Integrated AI-based screening using OpenAI and LangChain in JavaScript to automate candidate evaluation, and structured backend logic with modular methods for scalable development.

EXPERIENCE

Porter | **Vancouver Coastal Health Vancouver, BC** | *October 2022 – Present*
- Coordinate time-sensitive patient transport across hospital departments, prioritizing urgent requests while ensuring strict adherence to safety protocols.
- Collaborate effectively with clinical teams to align transport logistics with departmental priorities, optimizing operational efficiency.
- Identify and report equipment/system issues to minimize service disruptions, while supporting documentation for transport logs and recommending workflow improvements.

Delivery Driver | **United Parcel Service (UPS Canada) – Delta, BC** | *October 2021 – February 2022*
- Managed 100+ daily deliveries using UPS logistics systems, optimizing delivery routes to meet tight deadlines in high-pressure environments.
- Maintained strict compliance with DOT safety standards and company protocols through thorough vehicle inspections and accurate delivery documentation.
- Independently troubleshot handheld scanners and routing devices, ensuring seamless delivery operations.

Sales Representative| **BELL-FLTC (Authorized Dealer), Surrey, BC** | *April 2018 – August 2021*
- Consistently exceeded monthly sales targets by 15%+ through consultative selling of mobile devices and 5G plans, tailoring solutions to meet customer needs.
- Provided comprehensive post-sale customer support, including device setup, troubleshooting, and security best practices, reducing post-sale inquiries by 25%.
- Managed high-volume sales operations using POS systems, maintaining accurate inventory and customer records.

Field Sales Representative | **The Acquisition Group – TELUS (Authorized Dealer), Surrey, BC**
April 2017 – March 2018
- Ranked as a top performer in door-to-door and event sales, winning multiple TELUS/Koodo sales competitions.
- Increased upgrade conversions by clearly explaining the benefits of fiber optic technology and recommending tailored TV/internet packages.

VOLUNTEER

Volunteer | Cystic Fibrosis Foundation | Walk to Make Cystic Fibrosis History - Burnaby, BC *(May 2025)*
Supported the Cystic Fibrosis Foundation by performing a wide range of event support duties, including logistics coordination, participant assistance, and fundraising activities, to raise awareness and funds for cystic fibrosis research.