

Amit Gautam

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Objective

Computer Systems Technician student with practical experience in troubleshooting, scripting, and hardware/software support. Adept at delivering technical solutions, supporting end users, and maintaining IT infrastructure. Seeking to apply strong problem-solving and customer service skills in a dynamic and growth-oriented IT environment.

Employment Experience

FIBER TECHNICIAN

February 2021 – November 2023

One Communication, Bharatpur, Nepal

- Interfaced directly with customers to troubleshoot and resolve internet and hardware issues.
- Provided on-site and remote technical support for fiber-optic networks and equipment.
- Diagnosed and resolved connectivity and configuration issues to minimize downtime.
- Installed and configured routers, switches, and customer-premise equipment.
- Collaborated on large-scale network upgrades, ensuring adherence to technical standards.
- Strengthened problem-solving, adaptability, and client-focused communication in field service settings.

CUSTOMER SERVICE ASSOCIATE

May 2019 – Dec 2020

Bhat-Bhateni Super-Store, Hetauda, Nepal

- Delivered exceptional customer service in a high-volume retail environment.
- Processed cash, credit, and mobile payments accurately and efficiently.
- Maintained a clean, organized, and customer-friendly checkout area.
- Resolved customer inquiries and complaints promptly and courteously, contributing to customer retention.
- Assisted with store merchandising, shelf restocking, and inventory control.
- Supported merchandising efforts and maintained organized displays to drive product visibility.
- Recognized for reliability and consistent adherence to company policies and procedures.

Education

COMPUTER SYSTEM TECHNICIAN

Fanshawe College, London, ON

- January 2024 – April 2025
- Relevant Courses: Database Fundamentals, Cisco CCNA, Python Fundamentals, Windows Server, Linux, Service Desk and User Support, and PowerShell Automation.

Core Qualifications

- **IT Support Tools:** SysAid, Ticketing Systems, VoIP, Remote Desktop Applications
- **Troubleshooting:** Hardware, Software and Network Diagnostics
- **Operating Systems:** Linux, Windows and Mac OS
- **Networking:** Switch/Router Configuration and troubleshooting.
- **Programming Languages:** PowerShell, HTML, CSS, Python, SQL
- **Additional:** Azure Cloud, Docker

Skills And Abilities

- Proficient in database programs including Microsoft SQL, MySQL, and PostgreSQL.
- Experienced in setting up and managing routers and switches.
- Hands-on experience in Windows Server environments, including Active Directory, Group Policy Management, DHCP, and DNS.
- Familiar with Linux systems and command-line operations.
- Skilled in scripting and automation using Python and PowerShell.
- Proficient with virtualization tools and services like Azure Cloud, Hyper-V, and VirtualBox.
- Experienced in remote desktop tools such as Windows Remote Desktop and AnyDesk, as well as customer support applications like SysAid.