Amit Gautam

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Objective

Recent graduate in Computer System Technician program with hands-on experience in database management, networking, PowerShell scripting, and Bash for system maintenance and automation. Seeking to leverage my technical expertise and academic knowledge to contribute effectively to IT support and system administration roles.

Employment Experience

FIBER TECHNICIAN   February 2021 – November 2023

One Communication, Bharatpur, Nepal

- Installed and maintained fiber optic networks to ensure optimal connectivity and performance.
- Diagnosed and resolved network issues to minimize downtime and enhance user satisfaction.
- Configured and tested network devices, ensuring compatibility and adherence to standards.
- Provided technical support to customers, addressing and resolving inquiries efficiently.
- Collaborated with team members to manage large-scale installations and upgrades.

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.