

MEHAL SINGH

Mississauga, ON

mehalsingh@yahoo.com

416-876-5150

Expertise in Customer Service and IT/Computer troubleshooting and technical support (using active directory) with a profound Canadian experience of over 7 years. Superior analytical, persuasive communication skills, decision making and management skills, with most emphasis on delivering cost cutting and productive improvements

- Outstanding success in building and keeping relationships with corporations, with retention and loyalty
- Exceptionally well organized with a track record that demonstrates self-motivation, creativity to achieve both personal and corporate goals



WORK EXPERIENCE

Deskside/On-site Support Specialist

UTC Collins Aerospace - Oakville, ON

August 2019 to December 2019

- Monitor and track information, data, records, and/or equipment inventory, following up, and updating as required.
- Assist or prepare reports, estimates, employee related documents, schedules, inventory, etc., and distribute to appropriate parties in accordance with established standards in Service Now Ticketing system
- Provide assistance in the preparation, development, monitoring, or other needs for a given project or organizational unit.
- Ensure employees are appropriately trained on aspects of work, policies, and safety.
- Liaise with other 3 colleagues, support staff of 1200 plus people in the plant, other departments, and potentially external customers or stakeholders concerning routine matters related to the work assigned.
- Planning, adjusting, and projecting work, schedules, costs, and systems as needed with DXC.
- Verify the accuracy, quality, reliability, functionality, system requirements, and/or specifications are met in a given process, document, piece of equipment, system, or work method.
- Review data for discrepancies, errors, trends, or potential cost savings, report and provide suggested solutions, implications of findings, third-party vendor relationships, SLA's, and contract negotiations.
- Complete tasks required to manage employees (administrative duties) along with approving or authorizing requests which are standard and meet related policy expectations and compliance regulations.
- Support all corporate hardware: Windows workstations, laptops and tablets, Apple MacBook, iPhones, iPads, and Android devices, MFC's, printers, projectors, and A/V equipment.
- Diagnose and repair technical issues for end users via phone, email, and remote control products(remote desktop), corporate servers, under guidance of Network/Systems Administrators: Active Directory, Office365, JAMF MDM, Mitel/Asterisk VoIP, MS office, project, visio, outlook, using Windows 7, 8.1,10 and macintosh operating systems and occasionally Linus and Virtual machines as well

IT Deskside Support Analyst

Economical Insurance - Toronto, ON

August 2018 to July 2019

Level 2)

- Maintain inventory of all the equipments with IT assets, laptops, printers, scanners, softwares and their licences, accessories like docking stations, keyboards & mouse, headphones, monitors and much more
- Install, configure, test, maintain, monitor and identify problems on workstations of users, applications, computer hardware

and software to provide a computer service that responds to the corporate security standards via remote (using Skype for business, RDP) or in person

- Assess needs and install the updates to performance on computers
- Work with the server administrator or the network analyst and the IT security analyst to ensure the effectiveness of the operations of the enterprise computing environment, VMware, HyperV, V Box
- When required, manage and troubleshoot remote computer workstations for users
- Receive and respond to requests from users in person or by phone, skype or email
- Prepare the tests and applications to monitor the performance of windows with new lease computers/laptops, document and communicate performance results/reports with Intel Client team
- Document specifically information at the level of hardware or the faulty components, repairs, installations and movements using MS Office (Word, Excel, Outlook) 365, 2016, 2013 for Windows and Macintosh
- Manage and resolve incidents/problems using Service Now ticketing system (25-30 tickets/day)
- Creating new log on, loading similar images using SCCM tool, active directory accounts and installation of software for new hires as well backing up or creating images of PCs using SCCM and deleting AD accounts
- Occasionally used technologies and also provided support for Daemon, Dame ware Remote, Bluebeam, Autodesk, Auto Cad, Adobe suite, Mini-tool Partition, iTunes, Vision, Bentley, Quicbooks, CCH, Caseware, Ascend, File Assure, MS Sharepoint, Ghost, Jabra, Win Rar and Win zip to provide support to 5000 plus users in Ontario within a team environment using Windows 7, 8.1, 10, MS Server 2008, 12, 16, Mac for Macbooks, Ubuntu, iMacs and other electronic devices
- Support to end users on daily basis for mobile devices including Tablets, iPhone, Android phones with software installations, emails, voice mails, data issues and much more

IT Support Analyst (Level 2)

Williams Sale Partnership - Toronto, ON

May 2018 to July 2018

- Participate in the development of long-term strategies and plan needs of IT services in Ontario;
- Maintain inventory of all IT assets, laptops, printers, scanners, softwares and their licences, , accessories like docking stations, keyboards & mouse, headphones, monitors and much more
- Scanning on workstations, identification and resolution of complex computer problems for users and recommend and implement corrective measures, including repairs of external workstations for users in remote offices (upgrade ram, hard drive and all kinds of equipment's approved)
- Install, configure, test, maintain, monitor and identify problems on workstations of users, customers, applications, computer hardware and software to provide a computer service that responds to the corporate security standards via remote (using Skype for business, RDP) or deskside support
- Assess needs and install the updates to performance on computers, install the CPU. inputs/outputs and network cards, hard drives, flat cables, memory, memory sticks, etc
- Work with the server administrator or the network analyst and the it security analyst to ensure the effectiveness of the operations of the enterprise computing environment, VMware, HyperV, V Box
- When required, manage and troubleshoot remote computer workstations for users
- Receive and respond to requests from users in person or by phone, or email
- Prepare the tests and applications to monitor the performance of computers, document and communicate performance results/reports and statistics
- Document specifically information at the level of hardware or the faulty components, repairs, installations and movements using MS Office (Word, Excel, Outlook) 365, 2016, 2013
- Manage and resolve incidents/problems using Service Now ticketing system (30-40 tickets/day)
- Creating new log on, loading similar images using SCCM tool, active directory accounts and installation of software for new hires as well backing up or creating images of PCs using SCCM and deleting the accounts from system and active directory for the people leaving the company
- Occasionally used technologies and also provided support for Daemon, Dame ware Remote, Bluebeam, Autodesk, Auto Cad, Adobe suite, Mini-tool Partition, iTunes, Vision, Bentley, Quicbooks, CCH, Caseware, Ascend, File Assure, MS Sharepoint, Ghost, Jabra, Win Rar and Win zip to provide support to 5000 plus users in Ontario within a team environment using Windows 7, 8.1, 10, MS Server 2008, 12, 16, Mac for Macbooks, Ubuntu,

iMacs and other electronic devices

- A lot of support to end users on daily basis for mobile devices including Tablets, iPhone, Android phones with software installations, emails, voice mails, data issues and much more
- Accurately diagnose the source of malfunctions using the appropriate best practices and techniques, diagnostic tools and special service equipment

Technical Support/ Deployments Technician (PT)

Coca Cola

May 2018 to May 2018

Level 2/3)

- Deployed new computers, workstations, CISCO VOIP phones and migration from Office 2013 to Office 365 for hundreds of users within the same company

Tax and Business Consultant

Liberty Tax - Toronto, ON

January 2018 to April 2018

Used technology: Intuit Profile and Quickbooks)

- Created tax files for regular and new customers and submit them with CRA with full responsibility and attention to details, created documentations and increased profits extensively

Help Desk (IQA) Systems N/w Administrator (Level 2)

Datawind Inc - Toronto, ON

December 2013 to April 2018

Analyzed the client needs and articulate how many products/services could provide solution to their ongoing business, provided ongoing support for Active Directory, Remote Desktop, Imaging (using SCCM) DNS, DHCP, VOIP, MDT, Data Migration and Data Integration to these clients as well, in Windows 7, 8.1, 10, Macintosh, Linux and Unix, Ubuntu, RedHat

- Monitored and assisted in maintaining, repairing all computer systems (incl. laptops), cell phone devices, and networking issues and performing troubleshooting techniques (35-40 tickets/day using Service Now application system)
- Maintained the mail Server, Accounting Server, and Daily Report Server at the head office, and maintained all the IT records, hardware and software inventory and the software licence records
- Monitor the main office line, and the team of technical support via phone and emails for Canada and US (using outlook 2017) in Mississauga office, Montreal office and Indian technical team
- Repaired tablets, DW game consoles, smartphones, PC and laptops returned from online orders customers or walk-in customers at the store as well as the head office
- Created long term sales channels designed increase companies market share in the enterprise software arena, also created Quickbooks local server in Windows Server 2012, 2016 environment
- Support for Daemon, Dame ware Remote, Bluebeam, Autodesk, Auto Cad, Adobe suite, Mini-tool Partition, iTunes, Vision, Bentley, Quickbooks, CCH, Caseware, Ascend, File Assure, MS Sharepoint, Ghost, Jabra, Win Rar and Win zip to provide support to 5000 plus users worldwide including customers with a team
- Provided support to end users on daily basis for mobile devices including Tablets, iPhone, Android phones with software installations, emails, voice mails, data issues Macintosh for Macbooks, iMacs and other electronic devices

Key Achievements:

- ❖ Achieved consistent #1 or #2 rankings in monthly metrics, including number of sales targets (while at store), offering tech support, troubleshooting techniques to customers on call or in-person as well as consistently developed new accounts and maintained sales quotas
- ❖ Brought the sales from 1 local store to 9 stores in GTA and the sale per month from \$3000-4000 to \$50,000 plus with the help physical stores and online marketplace platforms and websites

Account Services Rep, Delivery and Control Operations

RBC Bank - Toronto, ON

June 2017 to July 2017

PT) (SQL Database Technology)

- Deployed new computers, workstations, managed their database, recorded transactions in the database, fast paced data entry and created reports on daily basis for the bank and presented creatively

Technical Support/ Telephonic Support Analyst

TELUS Mobility - Scarborough, ON

November 2013 to December 2013

Level 1)

- Platform Maintenance, Changes, and Project Implementation, deploying computer Workstations and setup the components and making them ready for convenience of other TELUS employees and hardware repairs if required using Windows Deployment/Desktop Imaging features using Microsoft Deployment Tool (MDT) , as well as Active Directory
- Troubleshooting software and hardware issues of various phones like iPhone, Samsung, Nexus, blackberry and other android phones and resolved 30-40 tickets by end of day on daily basis
- Working in a team or sometimes as a leader to complete the projects before the given targeted time and used various broadcasting techniques; worked with graphic devices, network devices like Cisco and Juniper hardware and software, in Windows 7 and 8.1, Macintosh environment and support for laptops, desktops, Macbooks, iMacs, iPhones, Android, iPads, Tablets, printers and much more
- Preparing reports of the performance and work done on daily basis to keep the higher authorities aware of whatever is done and whatever not at end of the shift

OTHER SHORT PROJECTS



EDUCATION

Humber Institute of Technology and Advanced Learning - Toronto, ON

2012 to 2013



SKILLS

DATABASE (4 years), MICROSOFT ACCESS (4 years), SQL SERVER (4 years), Python (2 years), Sql (4 years)



CERTIFICATIONS AND LICENSES

A+

Present

MCSE

Pursuing it currently



ADDITIONAL INFORMATION

Programming Skills

- C, C++, HTML, PHP, C# (in ASP environment using Visual Studio 2008), JavaScript, JQuery, Shell Scripting for Windows, CMD tool

Database Management

- Database Management using MySQL, SQL server 2016, Oracle & Microsoft Access (MCSE)