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# Navveer Singh

## IT Support & Cybersecurity Professional

### Summary

Dedicated and customer-focused IT support professional with hands-on experience in troubleshooting devices, assisting users with hardware/software issues, and guiding non-technical customers through solutions. CompTIA Security+ certified with a strong foundation in cybersecurity, operating systems, networking and system configuration. Proven ability to work in fast-paced environments, communicate clearly, and stay calm under pressure. Continuously developing expertise in cybersecurity, networking, and systems administration to remain adaptable for cybersecurity, helpdesk, and technical support roles.

### Certifications

CompTIA Security+ (2025)

CompTIA Network+ Certification (N10-008) - Packt via Coursera Online (2025)

Palo Alto Networks Cybersecurity Foundations - Coursera Online (2024)

Python for Cybersecurity - Infosec via Coursera Online (2024)

Preparation for CompTIA A+ - IBM via Coursera Online (2024)

The Unix Workbench - Johns Hopkins University via Coursera Online (2024)

Microsoft Cybersecurity Analyst Professional Certificate - Coursera Online (2023)

Google Career Certificate in Cybersecurity - Coursera Online (2023)

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📍 Langley, BC V3A 3H4

### Websites, Portfolios, Profiles

- <https://linkedin.com/in/navveersingh>

### Skills

- Technical Support: Windows, Linux, macOS, iOS, Android, Information systems
- Networking: Firewall, TCP/IP, DNS, DHCP, OSI Model, IDS, IPS, Remote access
- Cybersecurity: CIA triad, Access control, Incident response, Information Security, Cloud Security, Network Security
- Data Security: Encryption, Hashing, Backups, AAA, Digital forensics, Compliance
- Configuration: Antivirus, Active Directory, Group Policy Management, Azure
- Cybersecurity Frameworks: NIST CSF, PCI DSS, HIPAA, GDPR, ISO27001
- Penetration Testing: Vulnerability scanning/assessment, OWASP, CVE, GAP analysis

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## *Experience*

### **Geek Squad - Field Service Technician/Representative**

Langley

03/2025 - Current

- Deliver in-home IT services including computer/network configurations, diagnostics, and troubleshooting.
- Facilitate smooth installations, ensuring proper setup and configuration of new equipment at customer sites.
- Complete 5-8 client appointments daily with less than 1% service recalls monthly.
- Apply security best practices during client system configurations.
- Increase customer satisfaction by providing prompt and efficient on-site support for technical issues.
- Maintain a high level of professionalism in all interactions with clients, consistently receiving positive feedback for exceptional service.

### **Best Buy - Home Solutions Advisor**

Langley

01/2025 - 03/2025

- Assisted clients in selecting appropriate products and services based on their budget constraints and specific needs.
- Boosted sales performance by effectively demonstrating product features and benefits to potential clients.
- Participated in continuous training programs to enhance knowledge of industry advancements and improve overall job performance.
- Collaborated closely with team members to develop comprehensive home solution packages for varied client requirements.
- Provided outstanding customer service, addressing concerns promptly and professionally.

### **Best Buy - Computing Solutions Advisor**

Langley

10/2023 - 01/2025

- Consulted customers on computer, network, and software solutions.
- Assisted sales teams by creating compelling proposals that effectively showcased the value of our solutions.
- Awarded Employee of the Month for achieving a 50% attach rate on sales.
- Analyzed client feedback data to inform future improvements in solution offerings and service delivery methods.

### **S&S Canada (formerly Technosport) - Inbound Team Lead**

Burnaby

08/2020 - 07/2023

- Directed operations for 9-15 shipments weekly in receiving and inventory control.

- Tools: Microsoft Sentinel, Microsoft Defender, Splunk, Wireshark, tcpdump, Kali
- Scripting: PowerShell, Bash , Python, UNIX
- Soft Skills: Problem-solving, Analytical, Communication, Customer service

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## *Education*

04/2018

**Langara College**

Vancouver, BC

Diploma: Business Management

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## *Languages*

English (Fluent)

Punjabi (Native)

Hindi (Fluent)

- Promoted a positive work environment by proactively addressing conflicts within the team and fostering open communication among staff members.
- Maintained strict compliance with safety regulations within the department, resulting in a consistently safe working environment for employees.
- Efficiently managed resources during peak periods by effectively allocating staff members based on workload demands across various tasks and assignments.
- Maintained accurate process documentation and compliance records.

### **S&S Canada (formerly Technosport) - Inventory Control Lead**

Burnaby

05/2018 - 08/2020

- Conducted and supervised weekly and annual inventory audits
- Improved inventory accuracy by conducting regular audits and reconciling discrepancies in a timely manner.
- Led and trained a team of up to 10 employees to meet department goals
- Enhanced team productivity through effective training, coaching, and performance management of inventory control staff members.

### **S&S Canada (formerly Technosport) - Warehouse Associate**

Burnaby

06/2016 - 05/2018

- Prepared orders for shipment by picking, packing, and labeling merchandise.
- Displayed adaptability by taking on various roles within the warehouse as needed, including receiving, shipping, or inventory control duties.
- Developed strong attention to detail and organizational awareness.
- Consistently lifted materials weighing as much as 50 pounds.