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# Navveer Singh

Langley, BC V3A 3H4

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GitHub/Portfolio: [navsinghdeol.github.io](https://navsinghdeol.github.io)

## 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 operating systems, networking, and system configuration. Proven ability to work in fast-paced environments, communicate clearly, and stay calm under pressure. Seeking a technical support or help desk role to apply both technical knowledge and excellent people skills.

## Certifications

- CompTIA Security+
- Microsoft Cybersecurity Analyst Professional Certificate - Coursera (2024)
- Google Career Certificate in Cybersecurity - Coursera (2023)
- The Unix Workbench - Coursera
- CompTIA A+ Cyber - Coursera
- Standard First Aid - with CPR-C-AED
- Valid BC Class 5 License

## Core Skills

**Technical Support:** Troubleshooting Windows/macOS, software installs, basic networking, account setup

**Customer Service:** Patient communication, educating non-technical users, retail and remote support

**Networking Basics:** TCP/IP, Wi-Fi setup, DNS, VPNs, modem/router configuration

**Tools & Platforms:** Microsoft Sentinel, Wireshark, Splunk, Office 365, remote assistance platforms

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**Scripting & OS Knowledge:** Windows, Linux (Ubuntu, Kali), PowerShell, Bash (basic use)

**Soft Skills:** Problem-solving, multitasking, teamwork, time management, attention to detail

## Project & Labs

### Threat Detection Using Wireshark

- Captured and analyzed network traffic to identify suspicious activity
- Documented packet data and identified signs of reconnaissance

### SIEM Investigation with Microsoft Sentinel

- Investigated simulated security incidents using Microsoft Sentinel
- Created custom queries to detect failed logins and unusual behavior

### Linux Hardening Exercise (Ubuntu/Kali)

- Applied system-level security controls including disabling unused services and configuring audit policies

## Professional Experience

### Geek Squad at Best Buy, Langley

*Field Service Representative* | March 2025 - Present

- Deliver in-home IT services including computer/network setup, diagnostics, and software troubleshooting
- Advise customers on WiFi, security settings, and smart device integration
- Apply security best practices during client system configurations

### Best Buy, Langley

*Home Solutions Advisor* | January 2025 - March 2025

*Computing Solutions Advisor* | October 2023 - January 2025

- Consulted on solutions involving computers, networking, and smart home devices
- Educated customers on safe digital habits and privacy settings
- Developed strong communication and troubleshooting skills

### S&S Canada (formerly Technosport), Burnaby

*Inbound Team Lead* | August 2020 - July 2023

*Inventory Control Lead* | May 2018 - August 2020

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- Managed inventory operations, trained teams on process control and documentation
  - Developed attention to detail and organizational awareness useful for audit/compliance work

### **Technoport Canada, Burnaby**

*Warehouse Associate | June 2016 - May 2018*

- Maintained documentation accuracy and followed process protocols — key skills for data integrity
- Stocked and packaged product according to the order sheet
- Communicated discrepancies with the team leads and supervisors

### **7-Eleven, Surrey**

*Cashier | April 2016 - June 2016*

- Provided customer service and managed POS operations
- Demonstrated money management skills

## **EDUCATION**

**Microsoft Cybersecurity Analyst Professional Certificate** - Coursera, Online

December 2023 - May 2024

**Google Career Certificate in Cybersecurity** - Coursera, Online

September 2023 - December 2023

**Diploma in Business Management** - Langara College, Vancouver

January 2016 - April 2018

**High School Diploma** - Amardeep Secondary School, Mukandpur, Punjab, India

April 2013 - April 2015

## **LANGUAGES**

- English (Fluent)
- Punjabi (Native)
- Hindi (Fluent)