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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 (2024)

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

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

Education

04/2018

Langara College

Vancouver, BC

Diploma: Business Management

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.