Onkar Singh

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Objective

Motivated IT professional with hands-on experience in network administration, technical support, and system troubleshooting. Strong skills in maintaining infrastructure, resolving issues, and enhancing user experiences. Seeking an IT position to contribute to organizational success and grow my technical expertise.

Experience

Computer Lab Technician

Seneca Polytechnic | September 2024 – December 2024 (Contract)

- Ensure computers and lab equipment, such as **Cisco** switches and routers, and servers, are operational and available for student use.
- Troubleshoot **Dell** PCs when issues arise and escalate problems to tier 2 help support as needed.
- Assist students with understanding common networking and security concepts.
- Collaborate with professors to conduct regular exams and practical lab tests.
- **Maintain inventory of lab equipment**, ensuring all devices are updated with the latest firmware and software patches.

Network Administrator (Co-op)

Martinrea International Inc. | May 2024 – August 2024

- Maintained servers, desktops, **VoIP phone system**, and critical applications in a stable running order.
- Worked on **Rapid7 remediations**, **IT Blue Book updates**, and conducted **internal audits**.
- Assisted users with **FortiClient VPN** issues and troubleshooting **ERP system** problems.
- Resolved **Mastercam** and other **CAD software licensing** issues.
- Worked on **Azure Active Directory** and managed **Windows Server 2019** installed over **VMware ESXi**.
- Created a **licensing server over VMware** to manage licenses for **Mastercam, Visi**, and other applications.
- Contributed to projects that improved network and server infrastructure.

Education

Computer Systems Technician - Diploma

Seneca Polytechnic, Toronto, ON | Expected Graduation: 2024

- **Cumulative GPA**: 3.8/4.0
- **Relevant coursework**: Network Security, Operating Systems, IT Troubleshooting, and Cloud Computing.

Projects

- **Home Lab Environment**: Installed Windows Server 2016 over Proxmox on a PowerEdge R420 server and used pfSense to manage internal networks, focusing on security and network management.
- **Cisco Packet Tracer Projects**: Configured OSPF, VLANs, inter-VLAN routing, Access Lists, NAT, STP, and static routing.
- **VPN & Connectivity Troubleshooting**: Configured VPN, Wi-Fi, and resolved internet connectivity issues to optimize network performance.
- **Penetration Testing**: Used tools like Nmap, Metasploit, and Cain & Abel for IP discovery, penetration testing, and password cracking. Hardened systems with firewall configurations and password policies.

Technical Skills

- **Operating Systems**: Windows Server 2019, 2016, 2012, Linux (Fedora, Ubuntu)
- **Networking**: Cisco (OSPF, VLAN, STP, NAT), VPN, Wi-Fi, pfSense, FortiClient VPN
- **Tools**: Nmap, Metasploit, Rapid7, BigFix (SCCM), Jira, OTRS (ticketing system), CMS(ERP system), TrendMicro (firewall)
- **Scripting**: Python, Bash, PowerShell
- **Active Directory and Cloud**: Azure AD, On-Premise AD (User management, Group Policy, DNS, DHCP), AWS, Azure, Microsoft Admin Center
- **Virtualization**: VMware ESXi, Proxmox, VMware Workstation
- **Troubleshooting**: Hardware, software, network issues, server management, print server troubleshooting, Microsoft Office and other apps installation and troubleshooting

Soft Skills

- **Teamwork**: Collaborated effectively with peers and clients to deliver IT solutions.
- **Communication**: Clear, professional communication with end-users and stakeholders.
- **Time Management**: Prioritized tasks to meet deadlines in high-pressure environments.
- **Problem-Solving**: Diagnosed and resolved issues quickly and effectively.
- **Customer Service**: Delivered high-quality support and assistance to non-technical users.

Certifications & Licenses

- AWS Cloud Technical Essentials (Coursera)
- Learning Network Troubleshooting (LinkedIn Learning)
- WHMIS Certificate
- Comptia A+ (expected November 2024)

Online Presence

- **LinkedIn** – www.linkedin.com/in/onkarsinghp9
- **Portfolio website** – https://onkar-singh.com