

# SAGAR SHARMA

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## IT Support Technician | Microsoft 365 & Cloud Support | AV Technician

Client-focused IT Support Specialist with 3 years of experience in end-user support, system administration, and infrastructure maintenance across educational and corporate environments. Skilled in Microsoft 365, Active Directory, VMware, and endpoint management tools. Proven ability to troubleshoot hardware/software issues, configure networks (LAN/WAN/VPN), and manage AV systems. Experienced with ServiceNow and ITIL processes for efficient ticket resolution. Enjoy breaking complex problems into simpler and accessible solutions.

## WORK EXPERIENCE

### Seneca Polytechnic

North York, ON

Sep 2023 – Aug 2024

#### IT Support Technician

- Delivered Tier 1 and Tier 2 hardware and software support to 30+ faculty members weekly, ensuring SLA compliance and prompt issue resolution.
- Managed AV systems (Crestron, projectors, displays) across campuses, maintaining 100% uptime for uninterrupted classroom operations.
- Reimaged and deployed classroom PCs, migrated workstations, and documented installations to minimize downtime and maintain system accuracy.
- Delivered critical on-site IT support across 4 Seneca campuses, resolving urgent endpoint issues and maintaining SLA compliance under tight deadlines.
- Troubleshoot VPN (Palo Alto) and LAN/WAN issues, achieving 99% infrastructure uptime.

### Seneca Polytechnic

North York, ON

April 2023 – Sep 2023

#### IT Service Desk Representative | Technical Support Co-op

- Managed user accounts in Active Directory and Azure AD, including MFA credential resets, ensuring secure access for students and faculty.
- Resolved 250+ equipment-related requests monthly with a 90% first-call resolution rate, improving user satisfaction.
- Handled 100+ weekly incident requests using Salesforce CRM and Cisco Jabber (Finesse), adhering to ITIL workflows for escalation and SLA tracking.
- Escalated unresolved technical issues (10% of total) to Tier II support with detailed context for effective follow-up and resolution.
- Onboarded and offboarded student/faculty devices through WebCheckout, maintaining accurate inventory and asset records.

### World Link Communications

KTM, Nepal

Jan 2021 – Dec 2021

#### Technical Support Representative

- Provided first-line support to ISP customers, resolving 90% of router and connectivity issues during initial contact.
- Guided users through advanced router configurations and network setups, reducing repeat service calls by 15%.
- Diagnosed and improved network performance for 200+ users monthly, increasing internet speed and reliability.
- Delivered clear technical guidance to non-technical users, achieving a 95% customer satisfaction score.

## EDUCATION

### Associate's Degree in Computer Systems Technician

Seneca Polytechnic

Listed on President's Honors List (4.0/4.0 GPA)

CGPA: 3.9/4.0

## TECHNICAL SKILLS

**Operating Systems:** Windows OS (Pro in Windows 10/11), macOS, Linux, iOS, Android

**Cloud Services:** Azure, AWS

**DBMS:** SQL, NoSQL, MariaDB

**Directory Services:** ADDS, Azure AD or Microsoft Entra ID

**Ticketing & VoIP Systems:** Salesforce, CISCO Finesse, Jabber

**ITSM and Remote Support Tools:** ServiceNow, TeamViewer, Any Desk

**Virtualization:** Hyper-V, VMware Workstation, Oracle VirtualBox

**Scripting & Automation:** Python, Shell Scripting, Linux & Bash

**Networking:** LAN, WAN, VLAN, DNS, DHCP, HTTP/HTTPS Switching/Routing, TCP/IP, IP Addressing, 802.11 (Wi-Fi) configuration, OSPF

## PROJECT

### Roundcube Email Server Setup

Configured and deployed a Roundcube webmail server on AWS using Apache and PHP, with HTTPS enforced for secure access. Created symbolic links for streamlined file management, customized SMTP settings, and resolved SSL issues via log analysis. Completed full end-to-end testing with successful mail delivery. Check my [LinkedIn](#) for more technical details.

## CERTIFICATIONS ON PROGRESS: CompTIA A+, CCNA, AZ104

## REFERENCE: References available upon request.