Pahuldeep Singh

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Summary:

Enthusiastic and skilled customer service representative with strong communication skills and expertise in diagnosing and troubleshooting computer systems, Android and iOS issues. Advanced knowledge of virtualization technologies, hardware, and software. Adept at resolving IT incidents, implementing IP addresses, and maintaining Cisco networking. Proficient in various operating systems and programming languages. Seeking a challenging role in a successful team.

Skills:

- Excellent Communication Skills
- Troubleshooting (Computer Systems, Android, iOS)
- Advanced Virtualization Technologies and IT Incident Resolution
- System Maintenance, Upgrades, and Technical Documentation
- Networking Protocols, Cisco Networking, and Multiple OS Proficiency
- Programming (Python, Java, HTML, JavaScript, Bash)
- Disaster Recovery Planning and Cloud Computing (AWS Certified)
- CSS, Web Design, and Deep Learning Algorithms
- Stakeholder Management, Leadership, and Risk Assessment
- User Experience Design (UED), Large Language Models (LLM), and AI
- Field, Technical, Help Desk, and Customer Support
- VoIP, Telecommunications Systems, and Web Applications
- Project Management, Agile Development, and SQL Data Management
- Unix, Ad Hoc Reporting, JSON, and Data Mining
- Network Administration, Computer Network Operations, and Software Development

Work Experience:

1. **Valley Fibers (Telecom Network engineer) (2020-2021)**

   - Designed, implemented, and maintained telecommunications systems crucial for bolstering the company's network operations, ensuring seamless connectivity and reliability.
   - Managed intricate network configurations, adeptly troubleshooting network issues, and proactively optimizing network performance to maintain peak operational efficiency.
   - Fostered collaboration across cross-functional teams, orchestrating the deployment and maintenance of bespoke network solutions tailored to meet specific business requirements and objectives.
   - Implemented cutting-edge Ansible automation techniques, revolutionizing network configuration and management processes, thereby reducing manual workload and enhancing overall operational efficiency.
   - Prioritized network security, implementing robust measures to safeguard network assets and uphold the highest standards of data confidentiality and integrity.
   - Provided comprehensive technical support and guidance to internal teams and external stakeholders, facilitating smooth operation and swift resolution of network-related issues.
   - Remained at the forefront of industry advancements, continuously evaluating emerging technologies and industry best practices to identify opportunities for enhancing network capabilities and efficiency.

2. Skybridge Americas (Technical Support and Customer Services Representative) (2019-2022)

- Provided Tier 1 IT support for non-technical internal users, including Windows, Linux, and Mac systems.
- Assessed and improved system performance by suggesting hardware and software modifications.
- Conducted onboarding for new employees by loading software, granting permissions, and configuring hardware.
- Delivered primary customer support in a fast-paced environment.
- Provided exceptional customer service by addressing inquiries, resolving issues, and assisting with product information.
- Handled a high volume of inbound calls, ensuring a positive customer experience.
- Maintained accurate and detailed call records in the company's database.
- Collaborated with team members to meet and exceed performance metrics and goals.

2. Best Buy - Geek Squad (Sales and Technical Support) (2019-2021)

- Delivered excellent customer service and resolved technical issues.
- Consulted with customers on IT devices and upgrades.
- Installed operating systems and created disaster recovery plans.
- Conducted system upgrades, updates, and repairs.
- Worked with virtualization technologies, hardware, and software.

Education and Training:

- BSc (Applied Computer Science) in Progress

  University of Winnipeg, Winnipeg, MB

- Computer Engineering Tech with Honors (Post-secondary 2-year IT Diploma)

  Northern College at Pures, Toronto, ON

Certifications:

- CompTIA A+ Certified

- Cisco CCNA 200-301 (Routing and Switching)

- Amazon Web Services (AWS Solutions Architect)