PARDEEP SINGH

Montreal, Quebec, Canada

pardeepsinghgill356@gmail.com — LinkedIn — Portfolio

PROFESSIONAL SUMMARY

IT Support Student with hands-on experience in Windows/Linux systems, network administration, and Active Directory. Proven leadership in high-pressure environments with a track record of exceeding performance targets by 120%. Combining technical expertise with exceptional customer service skills to deliver efficient problem resolution and user support.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server 2016/2019, Linux (Ubuntu)

Networking: TCP/IP, DNS, DHCP, IPv4/IPv6, Subnetting, Network Troubleshooting

Tools & Technologies: Active Directory, Group Policy, VMware Workstation, PowerShell Scripting, Remote Desktop Protocol, Microsoft Office 365

Hardware: PC Assembly, Component Troubleshooting, Hardware Diagnostics, System Maintenance

Soft Skills: Customer Service, Technical Documentation, Team Leadership, Time Management, Cross-functional Communication

EDUCATION

Diploma of Vocational Studies (DEP) – IT Support   **Expected: May 2026**

Pearson Electrotechnology Centre, Lester B. Pearson School Board, Montreal, QC

Relevant Coursework: Windows Server Administration, Linux Systems, Network Infrastructure, Active Directory Management, Help Desk Operations, Hardware & Software Troubleshooting

Certifications:

Linux Command Line Fundamentals (Self-Study Certification)

PROFESSIONAL EXPERIENCE

Sales Leader   **October 2023 – february 2024**

Knight Consultant, Toronto, ON

- Led cross-functional team of 8 sales representatives, consistently achieving 120% of quarterly performance targets through data-driven strategies and effective team coordination
- Developed and delivered comprehensive training program for 15+ new hires, creating documentation and mentoring materials that improved onboarding efficiency by reducing ramp-up time
- Resolved complex customer escalations with 95% satisfaction rating by employing active listening, systematic troubleshooting, and clear communication of technical solutions
- Managed multiple competing priorities and tight deadlines while maintaining quality standards, demonstrating ability to work effectively under pressure in fast-paced environment
- Analyzed performance metrics and generated reports to identify improvement opportunities, showcasing data analysis and problem-solving capabilities

TECHNICAL PROJECTS & LAB WORK

Active Directory Domain Environment

- Configured Windows Server 2019 domain controller with Active Directory Domain Services, managing user accounts, organizational units, and group policies for simulated enterprise environment
- Implemented security groups and access controls following principle of least privilege

Network Infrastructure & Troubleshooting

- Configured TCP/IP networking, DNS, and DHCP services in virtualized lab environment using VMware
- Performed subnet calculations and implemented IPv4/IPv6 addressing schemes for multi-site network scenarios

PowerShell Automation Scripts

- Developed PowerShell scripts to automate user account creation, system inventory reporting, and routine administrative tasks, improving operational efficiency

ADDITIONAL INFORMATION

Availability: Immediate for co-op/internship opportunities; Full-time from May 2026
Languages: English (Fluent), Punjabi (Native)