RAVI TEJA MALISHETTI

IT SUPPORT SPECIALIST

GTA (Vaughan, ON based) | [ravitejamalishetti9@gmail.com](mailto:ravitejamalishetti9@gmail.com) | +1 548-333-3692 | [www.linkedin.com/in/malishetti](http://www.linkedin.com/in/malishetti)

**SUMMARY**

Certified IT Support Specialist with CompTIA A+ and Google IT Support certifications. Transitioning from customer service and logistics with strong troubleshooting, communication, and problem- solving skills. Eager to contribute in an IT support role.

# SKILLS

**Technical:** IT Troubleshooting, OS Support, Basic Networking, Ticketing Systems, Windows & Linux, Active Directory, TCP/IP, ServiceNow, AWS, Bash Scripting, Python, OS Installation.

**Professional:** User Communication, Problem-Solving, Time Management, Adaptability, Customer Service

# PROFESSIONAL EXPERIENCE

## Logistics Coordinator (Temporary), Sinalite, Canada Aug 2024 - May 2025

Implemented a digital error-tracking and documentation process to reduce order mistakes and prevent costly reprints and refunds.

Optimized shipping routes and vendor coordination, achieving a measurable 10% reduction in transportation costs and delivery delays.

Responded to internal support tickets to resolve logistics and shipping discrepancies efficiently.

## Concierge Security Guard (Part-time), CSF Security, Canada June 2022 - July 2024

Operated visitor management and access control systems to log entries, manage permissions, and process 15–20 digital service requests per shift with accuracy and timeliness.

Delivered front-line support to residents and staff using desktop platforms and intercom software, resolving 20+ daily inquiries and demonstrating strong user-facing service skills.

## Customer Support Representative, Amazon, India Sep 2020 - Feb 2022

 Delivered technical support for Alexa devices, Prime Video issues, and password/account troubleshooting, handling up to 40+ customer queries per shift across phone, chat, and email.

 Guided non-technical users through mobile app navigation and setup, ensuring successful resolution and a seamless customer experience.

 Resolved order delays and account access concerns with empathy and accuracy, contributing to a high customer satisfaction score and repeat resolution rate.

# EDUCATION

## Post-Graduate Diploma in Project s Supply Chain Management

Canadore & Conestoga Colleges, Canada

## 2022 - 2024

**B.Tech in Electronics s Communication Engineering** **2015 - 2019**

Joginpally BR Engineering College, JNTUH, India

# CERTIFICATIONS

 CompTIA A+ Certification — 2025

 Google IT Support Professional Certificate — 2025