RITHIK LALCHANDANI

587.568.5901 | lalchandanirithik@gmail.com | LinkedIn

JUNIOR SYSTEM ADMIN/ TECHNICAL SUPPORT SPECIALIST

Technical Support | Customer Support | Network + Software Troubleshooting

Highly motivated and customer-centric Technical Support Analyst seeking to leverage extensive background in IT support and customer service to deliver exceptional technical assistance and problem-solving solutions. Aiming to join a forward-thinking team where my proven expertise in system troubleshooting, user support, and optimizing technical processes will contribute to efficient and effective IT operations. **Areas of expertise include:**

- ❑ Help Desk Ticketing Systems
- ❑ Technical Troubleshooting
- ❑ Phone & Online Support
- ❑ Incident Management
- ❑ Customer Service
- ❑ Data Backups and Recovery

TECHNICAL PROFICIENCIES

Ticketing:	Zendesk, ServiceNow, Freshdesk, Jira Service Desk
Software:	Office 365, Outlook, Cisco AnyConnect, Duo, Slack, Zoom, RDP, Active Directory, Teams.
Browsers:	Google Chrome, Microsoft Edge, Mozilla Firefox.
Networking:	Network Troubleshooting, Firewall, Security, LAN, Mesh Wi-Fi Network Systems, DHCP, VPN, DNS.
Platforms:	VMware, Hyper-V, Windows 10 Enterprise, macOS, Linux, Android, iOS, Chrome OS.

WORK EXPERIENCE

KELLYCONNECT, Edmonton, AB   1/2023 – Present
Technical Support Specialist

- Delivered high-quality technical support to users, resolving issues with an emphasis on minimizing downtime and enhancing user productivity.
- Achieved recognition for 100% attendance and consistently high customer service ratings.
- Collaborated closely with cross-functional teams to troubleshoot complex technical problems, resulting in a 20% decrease in repeat customer issues.

AON, Edmonton, AB   1/2019 – 10/2020
Junior System Administrator

- Assisted with the maintenance and administration of server environments, ensuring high availability and reliability of business-critical systems.
- Played a key role in a Windows Server upgrade project, contributing to smoother and more secure operations across the company network.
- Responded promptly to system alerts and incidents, reducing system downtime by 30% through proactive issue resolution and preventive maintenance.

PROJECTS

LINUX SERVER 2020 | **Home Lab Project**

- Installed and configured VMware Workstation Pro with Ubuntu Server 20.04 LTS as the guest operating system.
- Set up a LAMP (Linux, Apache, MySQL, PHP) stack on the Ubuntu server for hosting multiple test websites.
- Installed and configured a GitLab server to manage source code repositories and practice continuous integration/continuous deployment (CI/CD) pipelines.
- Established an OpenVPN server for secure remote access to the home lab network.
- Implemented a basic monitoring solution using Nagios to monitor the health and performance of virtual machines and services.

EDUCATION & CERTIFICATIONS

Bachelor's in Computer Science -June, 2023
MACEWAN UNIVERSITY, EDMONTON, ALBERTA

CompTIA A+ | CompTIA Network+ | CompTIA Security+