Gursharan Singh

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Experience

IT Support Specialist

Unify Healthcare Services, Mohali, India
April 2022 – July 2023

- Provided end-user support for over 200 users, resolving hardware and software issues across desktop PCs and laptops.
- Managed Active Directory accounts, including creating, updating and deactivating user profiles to streamline access management.
- Diagnosed and repaired network connectivity issues to maintain high uptime and minimize disruptions.
- Deployed and imaged new machines using industry-standard provisioning techniques, reducing setup time by 15%.
- Monitored and maintained system performance, executing routine security patches and updates for improved stability and security.
- Managed inventory and asset tracking for all IT equipment, ensuring accurate records and proper lifecycle management.

QUALIFICATIONS

Operating Systems:
Windows 7/8.1/10/11, Server 2019, Mac OS, Linux Distributions – CentOS, Ubuntu, Red Hat.

Networking:
Active Directory, TCP/IP, Subnetting, IP, DNS, DHCP, Network (Wi-Fi) troubleshooting.

Languages:
HTML, CSS, PHP, MySQL, JavaScript, Powershell.

Soft Skills:
Customer service, written communication, project management, documentation

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EDUCATION

Bachelor of Technology in Computer Science Engineering
Punjab Technical University, Punjab, India

Diploma in Information Technology Infrastructure
Conestoga College, Waterloo, ON

Certifications

- Google IT Support Certified