

Samana khatiwada

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Toronto ,ON, Canada

Professional Summary

Highly motivated **IT Service Desk Technician** with a **Computer System Technician - IT diploma** and hands-on experience in **technical support, troubleshooting, and system maintenance**. Adept at diagnosing and resolving hardware, software, and network-related issues while ensuring excellent customer service. Strong understanding of **Windows OS, Microsoft Office, Google Workspace, and IT service management tools**. Proven ability to manage service requests efficiently and contribute to IT process improvements.

Technical Skills

- **Operating Systems:** Windows 7/10/11, Linux (Ubuntu, CentOS)
- **Software & Applications:** Microsoft Office Suite, Google Workspace (Gmail, Drive), IT ticketing systems
- **Networking:** TCP/IP, DHCP, DNS, LAN/WAN, VPN configuration
- **Hardware Support:** Desktop and laptop troubleshooting, printer setup, peripheral devices
- **IT Service Management:** Ticketing systems, issue resolution, escalation procedures
- **Security & Compliance:** User account provisioning, access management
- **Scripting & Automation:** Python, Bash scripting (basic level)

Key Skills

- Customer Communication (Phone, Email, In-Person)
- Complaint Resolution & De-escalation
- Information Gathering & Report Writing
- Microsoft Office (Word, Excel, Outlook), Microsoft Dynamics
- Windows OS, Google Workspace (Gmail, Drive)
- Diversity & Accessibility Awareness (AODA, OHRC)
- Organizational & Time Management Skills
- Team Collaboration & Independent Problem Solving

Education

Diploma - Computer System Technician - IT

Seneca College, Toronto, ON

Graduated: [2025]

- Coursework in computer support, operating systems, and user experience
- Projects involving troubleshooting, customer guidance, and documentation

Professional Experience

Sales Associate - Toronto Blue Jays (Rogers Centre)

Toronto, ON | 03/2022 - present

- Delivered high-quality service to diverse customers during high-traffic events
- Handled cash, POS transactions, and resolved customer concerns professionally
- Provided information and directions with empathy and accuracy in a fast-paced environment
- Recognized for patience, approachability, and problem-solving under pressure

IT Support Intern - [Seneca Labs]

Toronto, ON | 2023 -2024

- Responded to support tickets, assisting users with system and application issues
- Recorded issues, tracked resolution steps, and followed up with users
- Developed FAQs and guided users on technical processes
- Demonstrated commitment to inclusive and respectful communication

Crew Member - Osmow's

Toronto, ON | 01/2024 - 01/2025

- Provided fast and friendly service, handling front counter and kitchen operations.
- Managed orders, meal preparation, and payments, ensuring smooth workflow and customer satisfaction.
- Adapted to a fast-paced environment, maintaining high service quality while multitasking.

Server / Cashier - Kho Samui Thai Restaurant

Toronto, ON | 09/2022 - 11/2023

- Processed customer orders using the POS system, handled cash transactions, and ensured efficient billing.
- Served customers promptly and professionally, creating a welcoming dining experience.
- Worked collaboratively with teammates to maintain smooth restaurant operations during peak hours.

Certifications & Additional Training

- Accessibility for Ontarians with Disabilities Act (AODA) Awareness
- Ontario Human Rights Code - Customer Service & Accommodation Basics
- Workplace Communication & Conflict Resolution (Seneca College)

Volunteer/Community Involvement

Seneca IT Club Member - Collaborated on student-led tech support events

Cultural Ambassador - Assisted new students with transition and campus resources

LANGUAGES

 English - Full Professional Proficiency