

Timur Gafitulin

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PROFESSIONAL SUMMARY

Accomplished Technical Support Analyst with 2 years of experience in technical troubleshooting, system administration, and end-user support, holding CompTIA A+, Network+, and Security+ certifications. Skilled in resolving complex issues efficiently and supporting enterprise systems across diverse IT environments.

AREAS OF EXPERTISE

Technical Skills: Windows and Mac OS, Azure, Active Directory, ZoHo Desk, Software and Hardware Troubleshooting

Professional Skills: User Training, Problem Solving, Teamwork, Customer Service, Leadership, Attention to Detail

WORK EXPERIENCE

Database Manager/Technical Support Analyst

October 2023 – Present

Pavilion Business Services

Abbotsford, BC

- Delivered end-user support and troubleshooting for Microsoft 365 applications, Zoho CRM and Windows desktops, ensuring minimal downtime and increased team productivity.
- Developed and maintained training materials and user manuals for Microsoft 365 applications, Zoho CRM, and cybersecurity best practices for 10+ users, improving user engagement and support efficiency.
- Provided prompt technical support through email, phone, and in-person channels, resolving 73% of issues within 24 hours.

Project Coordinator

August 2024 – Present

Woldring Consulting Inc

Remote

- Maintained detailed meeting minutes for bi-weekly project updates, providing accurate documentation and clear communication among technical teams.
- Created and organized an inventory of existing IT and medical devices for a major hospital renovation, contributing to efficient infrastructure planning.
- Supported project coordination using Microsoft Teams for task management, document sharing, and virtual meetings, promoting real-time collaboration and project transparency.

IT Technician

September 2022 – April 2023

Freelance

Coquitlam, BC

- Built and configured 10+ custom desktop PCs based on individual client specifications, consulting with clients to understand performance needs and provide post-build technical support.
- Installed Windows operating systems and essential drivers, verifying optimal system performance and user readiness.
- Diagnosed hardware and software issues during and after assembly, performing troubleshooting and functionality testing to guarantee stability.

EDUCATION AND CERTIFICATIONS

AZ-104: Microsoft Azure Administrator

Ongoing

CompTIA Security+

May 2024

CompTIA Network+

August 2023

CompTIA A+

June 2023

British Columbia Institute of Technology, Industrial Network Cybersecurity

September 2020 – April 2023