Timur Gafitulin

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Professional Summary

Technical Support professional with a diploma in Industrial Network Cybersecurity (BCIT) and CompTIA A+, Network+, and Security+ certifications. 2 years of experience in troubleshooting hardware, software, and network issues, providing end-user support, and creating user-friendly training materials. Strong communicator with a focus on clear problem resolution. I am currently studying towards the AZ-104 (Azure Administrator) certification.

Areas Of Expertise

Technical Support and Systems: Windows 10/11, Workstation Setup, Device Imaging, Printers/Peripherals, Linux
Networking: TCP/IP, DNS, Network Architecture, Basic Routing and Switching
Scripting and Programming: Python, JavaScript, HTML, CSS
Soft Skills: User Training, Teamwork, Customer Service, Leadership, Conflict Resolution, Attention to Detail, Problem Solving
Cloud: Microsoft 365, Azure AD

Professional Experience

Database Manager, Pavilion Business Services   October 2023 – Present
Abbotsford, BC

- Deliver Tier 1-2 support and troubleshooting for Windows 10/11, Microsoft 365 applications, and Zoho CRM via remote and in-person channels, ensuring minimal downtime and increased team productivity.

- Lead a data cleanup by coordinating a team of five researchers to audit, update and maintain 15,000+ records to improve data accuracy and reporting capabilities.

- Set up and configure workstations, including installation of printers, monitors, and webcams, ensuring seamless onboarding for new staff.

- Diagnose and resolve recurring hardware and software issues, implementing process improvements that reduced repeat support requests and improved overall user experience.

Achievement:

- Developed and facilitated cybersecurity and software training for 10+ users. Created training manuals and conducted 1-on-1 training sessions, which boosted user proficiency by 50% and improved CRM data hygiene to 95%.

Project Coordinator, Woldring Consulting   August 2024 – Present
Burnaby, BC

- Prepare detailed meeting minutes for bi-weekly project updates, providing accurate documentation and clear communication among various technical disciplines.

- Maintain asset inventory of workstations, network devices, and medical equipment to support infrastructure planning and lifecycle management.

- Support project coordination using Microsoft Teams for task management, document sharing, and virtual meetings, promoting real-time collaboration and project transparency.

Independent IT Technician, Self-Employed   September 2022 – April 2023
Coquitlam, BC

- 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.

- Consulted with clients to understand performance needs, recommend compatible components, and provide post-build technical support.

Achievement:

- Built and configured 10+ custom desktop PCs based on individual client specifications, achieving a 100% satisfaction rate through tailored solutions and clear communication.

Referee, Coquitlam Minor Hockey Association   October 2016 – March 2019
Coquitlam, BC

- Officiated 100+ hockey games across various competitive levels, assuring rule compliance and maintaining a fair, safe environment.

- Delivered consistent, professional communication with players, coaches, and spectators, strengthening conflict resolution and customer service skills.

- Collaborated with officiating teams to make rapid, accurate decisions under pressure, demonstrating strong teamwork and situational judgment.

Education

Diploma of Industrial Network Cybersecurity, BCIT   September 2021 – May 2023
Burnaby, BC

Certifications

Microsoft AZ-104 (Azure Administrator Associate) — In Progress (Target: 2026)
The Complete JavaScript Course 2025, Udemy | 2025
The Complete Full-Stack Web Development Bootcamp, Udemy | 2025
CompTIA Security+, CompTIA | 2024
CompTIA Network+, CompTIA | 2023
CompTIA A+, CompTIA | 2023