**AMANDEEP KAUR SIDHU**

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**OBJECTIVE**

Seeking career in IT as a Support Tech, which is intellectually challenging and offers excellent opportunities for advancement in a dynamic professional environment with a growing organization and to utilize my creativity and innovative thinking for benefit of the organization and myself.

**EDUCATION**

* M**asters Diploma in Mobile Application Sep 2016 – Apr 2017**

Canadore College Mississauga, ON, CA

* **Masters in Technology-Computer Science Engineering Aug 2013 – Aug 2016**

I.K. Gujral Punjab Technical University Jalandhar, Punjab, IN

* **Bachelors in Technology-Computer Science Engineering Aug 2009 – Aug 2013**

I.K. Gujral Punjab Technical University Jalandhar, Punjab, IN

**HIGHLIGHTS**

* Double Vaccinated
* Excellent customer and communication skills – telephone, e-mail and in person.
* Strong knowledge of Computer Hardware and software support and troubleshoot.
* Understanding of Virtualization **–** Hyper -V and VirtualBox.
* Build and manage virtual machine.
* Active Directory – managing users and computers.
* Understanding of Software development, C#, .NET Framework, Java, JavaScript, CSS, html IDEs such as Virtual Studio, NetBeans.
* Comfortable using Microsoft 365 and ServiceNow.
* Basic understanding of Networking (TCP/IP) and Linux.
* Familiarity with Microsoft Teams, TeamViewer, Outlook, Microsoft Excel, Word suite, Web Browsers, Antivirus Software, Skype, OneDrive, Google Drive, VPN.
* Always ready to learn new skillset, enhance skills.
* Excellent in working as a Team and as an individually.
* Languages known (English, Punjabi, Hindi).

**EXPERIENCE**

**Network and IT Support Analyst Feb 2018 – Aug 2020**

Bell (former Q9 Datacenter) (Now owned by Equinix Canada)

Roles and Responsibilities**:**

* Directly dealing with customers, taking enquiries via phone calls or Service Now ticketing system.
* Creating, tracking activities using **ServiceNow, Control Panel**.
* Adding users, resetting password using active directory.
* Assembling **Servers** and **Computers**.
* Documenting Alerts within datacenter and escalating it to right department.
* Installing, terminating, testing and troubleshooting Copper and Fiber cross connects (SMF, MMF).
* Rack/Un-rack **Servers, Firewalls, Switches, Routers** as per Rack Layout Diagram.
* Making network connections, KVM, patches as per network Diagram.
* Working as remote hand and eyes for customer support.
* Installing BIOS Firmware, Device Drivers, Software and Oss such as **Linux** and **Windows** on servers or on workstations.
* RMA for defective equipment.
* **Documenting** any major issue after resolving it with all resolution steps in detail for future use.

**Warehouse Associate**  **Apr 2017- Feb 2018**

Amazon, Mississauga, ON

Responsibilities:

* Recognized for having an outstanding safety, quality, and productivity record while working as a temporary worker with Staff Management | SMX, and converted to a full time Amazon Employee.
* Worked out at Amazon.ca fulfillment center in Packing Department.
* Based on the performance was offered to work as problem solver and to ensure to finish any pending customer order on time.
* Worked for 2 months with Mechanical department for entering the new coming parts in the inventory software and updating and modify the inventory.

**Store front Employee (Part Time) Nov 2016- Mar 2017**

Tim Hortons, Vaughan, ON

Responsibilities:

* Focus on Customer Satisfaction.
* Greet customers, take orders and ensure they are correct.
* Team work with positive attitude.
* To be exactly polite and sophisticated towards the customers.

**Computer Technician cum Lecturer Jul 2013 – Aug 2016**

Shaheed Udham Singh Engineering College, Punjab, IN

Responsibilities:

* Prepare, administer and grade examinations, laboratory assignments and reports.
* Installing computer hardware and software to setup workstations for students.
* Troubleshooting any technical issue and documenting all results.
* Delivering lectures regarding computer languages like C, C#, HTML, CSS, JavaScript as well as basics of networking.
* Promote safe, effective and ethical learning environment.
* Other job-related duties as assigned.

**REFERENCES UPON REQUEST**