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SUMMARY

An entry level ICT support technician with a strong foundation in technology and customer service, with a master's degree in computer science. I have a strong interest in understanding of a variety of technologies, including Active Directory, Windows Servers and OS365. I am also keen in providing face-to-face desktop support and have enthusiasm for managing assets and mobile devices.

In addition to my technical skills, I am a highly detail-oriented and organized individual with excellent problem-solving skills. I enjoy working with customers to troubleshoot and resolve technical issues in a timely and efficient manner. I am also a strong team player and enjoy working collaboratively with colleagues to complete projects and meet objectives.

PROJECTS

Network Configuration

• Implemented and configured Security tools on Centos 8 Linux based operating system to check the web pages on Apache web server. Hyper-
V was used to set up virtual machines and network was configured.

• Reviewed the Security configuration of servers and applications and advised the changes required to protect the systems from the intruders.

• Analysed the Security logs and monitored the Security of the systems round the clock.

Enterprise Network Server Administration (ENSA)

• Worked collaboratively with the engineering and IT teams, configuring, and administering enterprise networks, including routers, firewalls, switches, and VPNs for remote access.

• Installed and Configured DNS Zones, troubleshoot DNS configuration on virtual machines by using Hyper-V Manager

Network Lab setup at Victorian Institute of Technology

- Worked as an ICT support intern for VIT (Victorian Institute of Technology) for day-to-day support task including lab setup.
- Installed new RAMs for old computers for faster work.
- Worked to connect to computers for network.

CERTIFICATIONS

Active Directory Domain Services

Swinburne University of Technology   • September 2020-December 2020

- Implemented Active Directory Forest and domains in Windows environment, configured DNS zones and GPOS with security requirements and provided the design, implementation, and maintenance of the active directory.
- Installed and configured DC in an existing domain, configured password policy and account lockout settings, configured Active Recycle Bin.

EDUCATION

Master of Information Technology
Swinburne University of Technology, Parramatta, NSW   Jan 2020-Jan 2022

Bachelor of Science in Non-Medical
Major in Mathematics, Punjabi University   June 2015-June 2018

SKILLS
Active Directory (Password Reset, Account Creation, User Management, Group Policy)
Managing IT requests and records
Troubleshooting IT issues
Windows Management
Centos 8
Hyper V

Phone Technician Skills
Developed:
Software Installation
Troubleshooting
Hardware and software fixing
Customer Service

IELTS Teacher   Skills Developed:
Leadership
Monitoring
Empathy
Evaluation
Coordination

References
Available on request.