



SUMMARY

Experienced IT Support Specialist and Network Admin Manager with 3 years of hands-on experience in managing network infrastructures, providing IT support, and ensuring system efficiency. Adept at troubleshooting, network security, and team leadership. Strong background in optimizing IT processes and collaborating with cross-functional teams to meet business needs.

EDUCATION

Guru Nanak Dev University

Bachelors of Computer Science in Information Technology
2018-2021

Guru Nanak Dev University

Masters of Computer Science in Information Technology
2021 - 2023

TECHNICAL SKILLS

- **Networking:** Strong knowledge of networking concepts and protocols.
- **Cloud:** Experience with Amazon Web Services (AWS)
- **Operating Systems:** Familiar with Windows OS, Linux.
- **Microsoft:** Skilled with Active Directory, Microsoft Exchange, and Office 365
- **Virtualization:** Experience creating virtual machines using Hyper-V.
- **Support Tools:** Comfortable using helpdesk software and managing ticket systems
- **Security:** Knowledge of firewalls, VPNs, and antivirus solutions
- **Asset & Ticket Management:** Handling user queries and managing IT assets and tickets
- **Network Devices:** Checking and troubleshooting network devices like routers and switches.

SOFT SKILLS

- Team Leadership
- Problem-Solving
- Good Communication
- Time Management
- Adaptability

WORK EXPERIENCE

IT Support Specialist (Network Admin) Manager

The Knowledge Academy | 2022 - 2025

- Managed and maintained the organization's network infrastructure, ensuring optimal performance and minimal downtime.
- Provided IT support by troubleshooting hardware and software issues for employees.
- Oversaw the creation and management of virtual machines using Hyper-V.
- Handled asset management, sorted user queries, and managed helpdesk tickets.
- Monitored network devices (routers, switches, firewalls) to ensure smooth operations.
- Supported cloud services, including AWS and Office 365.
- Collaborated with teams to implement and enforce IT policies and security measures.

CLOSING STATEMENT

I'm an experienced IT professional eager to contribute my network administration skills. I look forward to discussing how I can add value to your team.