Jagmaan Singh
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SUMMARY

Dynamic and versatile Technical Support professional with a strong foundation in troubleshooting, customer service, and technical support. Equipped with a Computer Systems Technician Diploma and certifications from Google, HPE, JPMorgan Chase, and Verizon. Skilled in resolving technical issues, supporting software and hardware, and providing excellent customer service. Proficient in operating systems, networks, and applications. Committed to high-quality support standards, using Git and GitHub for version control, and improving processes through testing and feedback analysis.

CERTIFICATIONS AND KEY SKILLS

Certifications: Google IT Support- Google(Jan 2024) • Software Engineering - Hewlett Packard Enterprise (May 2024) • Software Engineering - JPMorgan Chase & Co (Apr 2024) • Cloud Platform - Verizon (May 2024)

Technical Skills: Technical support • User training • Operating Systems (UNIX, Linux, AIX, Windows)• Git •Programming Languages (Javascript,C#, Python, .NET) • Database Management (MySQL) • Web Development (HTML, CSS, Tailwind,)

Soft Skills: Communication • Leadership • Problem-Solving • Time Management • Adaptability • Teamwork • Resilience

EDUCATION

Mohawk College**,** Canada   *Sep 2022 – Jul 2024*
Diploma in Computer Systems Technician – Software Support

PROJECTS

Fortinet Firewall Deployment on AWS, Canada   *Oct 2022*
- Deployed and configured Fortinet firewall on AWS to strengthen cloud security and traffic management.

- Implemented firewall policies to regulate access and protect critical resourcesDeployed and configured Fortinet firewall on AWS to strengthen cloud security and traffic management.

Windows Server Installation, Canada: *mar 2023*
- Installed and configured Windows Server on a machine to support enterprise-level operations with testing and troubleshooting to ensure seamless deployment and system reliability

- Set up user roles, permissions, and security policies to ensure data integrity and protection.

- Optimized server performance by configuring essential services and implementing best practices

Cloud Platform Using Raspberry Pi, Docker & Nextcloud, Canada: *Aug 2023*
- Designed and deployed a private cloud platform using Raspberry Pi, Docker, and Nextcloud for secure file storage and remote access.

- Configured Docker containers to optimize performance and resource management on a compact hardware setup.

- Implemented Nextcloud for seamless data synchronization, ensuring accessibility across multiple devices.

WORK EXPERIENCE

Concentrix, Canada   *July 2024 – Oct 2024*
Technical Support Advisor

- Improved customer satisfaction and technical support efficiency by resolving over 40 technical issues per day efficiently and effectively, increasing customer satisfaction rates by 20%.
- Facilitated clear communication between technical teams and customers, acting as a liaison to ensure mutual understanding, reducing miscommunication-related issues by 30%.
- Enhanced troubleshooting processes by implementing new protocols and techniques, reducing average issue resolution time by 15%.
- Monitored system performance to proactively identify and address potential issues, decreasing downtime incidents by 10%.
- Supported new team members by training 10+ individuals on technical support procedures and customer service best practices, improving team efficiency and cohesion.
- Leveraged customer feedback for service improvement by analyzing feedback to identify areas for improvement, enhancing service delivery, reflected in a 15% increase in positive feedback.

Gs Communications, India   *Aug 2021 – Aug 2022*
Technical Support Agent

- Improved customer satisfaction and technical support efficiency by resolving over 40 technical issues per day efficiently and effectively, increasing customer satisfaction rates by 20%.
- Facilitated clear communication between technical teams and customers, acting as a liaison to ensure mutual understanding, reducing miscommunication-related issues by 30%.
- Enhanced troubleshooting processes by implementing new protocols and techniques, reducing average issue resolution time by 15%.
- Monitored system performance to proactively identify and address potential issues, decreasing downtime incidents by 10%.
- Supported new team members by training 10+ individuals on technical support procedures and customer service best practices, improving team efficiency and cohesion.
- Leveraged customer feedback for service improvement by analyzing feedback to identify areas for improvement,

Wendy's , Canada   *Sep 2022 – June 2024*
Customer Service Representative

- Contributed to efficient customer service by handling cash transactions, managing orders.
- Collaborated with team members to ensure smooth operations during busy hours, contributing to a positive work environment.
- Resolved customer inquiries, complaints, and concerns promptly, demonstrating strong communication and problem- solving skills.
- Achieved 100% accuracy in cash reconciliation over one and half years.

ACHIEVEMENTS
- **Received a Certificate of Merit for Technical Competence from Robo-Zest, an International Level Tech Championship   accredited by the International Accreditation Organization, Houston, U.S.A.**