

BIR SINGH

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SUMMARY OF QUALIFICATIONS

- Good leadership skills to tackle any situation with patience, delegation, motivation and creative problem-solving manner.
- Able to manage safe and responsible environment to enhance social interaction.
- Motivated towards achieving set goals and deadlines in timely manner.
- Demonstrated effective communication and interpersonal skills and able to handle worst situations in calmly manner.

EDUCATION

- Sr. Secondary Education, P.K.R Jain Vatika, India 2019 – 2021
- Nova Scotia Community College , Truro, NS
IT Systems Management and Security 2022 – 2024

IT SKILLS

- Configure and Secure LAN and WLAN
- Identify and mitigate LAN security threats.
- Perform basic configurations for routers, switches and implement IP addressing schemes.
- Install, configure, maintain, and troubleshoot a UNIX based OS like Ubuntu, Kali.
- Complete teardown and build of a PC.
- Managing virtual and cloud systems.
- Planning, configuring, and managing Windows Active Directory.
- Installing, configuring and managing Windows Server Network Operating Systems (NOS)
- Develop and manage a Database by using SQL Server
- Language: Python

- Software – VMware, Hyper-V, VMware vCentre Converter, Packet Tracer, Wireshark, Visual Studio Code, MySQL Workbench,

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Apr 22 – Aug 22

- Helped customers resolve issues with mobility, internet services over the phone.
- Helped customers explain different policies and plans offered by the company.

CUSTOMER EXPERIENCE ASSOCIATE – Wal-Mart, Truro

Nov 22 - Current

- Trained new team members in customer service and company policies.
- Worked with customer service leaders and managers to meet customer needs.
- Engaged with customers while completing cash register transactions.
- Explained customers about various technical aspects of different products in Electronics department.
- Maintain a peaceful, cooperative, and efficient work environment.

LANGUAGE COMPETENCIES

- English: Fluent (7.5 IELTS band score)
- Other languages – Punjabi, Hindi