

Surinderpal Kaler

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Highly motivated IT support and systems administrator with experience in fast-paced environments. Skilled in IT support, troubleshooting applications, and efficiently resolving customer issues. Hands-on experience with IT hardware, networking, and security best practices. Strong problem-solving, documentation, and communication skills.

Licenses/Certificates:

1. **CompTIA A+**
2. **CompTIA Security+**
3. **CISSP** (In progress)

SKILLS:

- **OS:** Windows, Linux (Ubuntu, Debian, RHEL, Rocky Linux, CentOS), Virtualization Technologies (VMware, Hypervisor, AWS).
- **Maintenance:** Microsoft 365, workstations and Desktops and RDBMS.
- **Configuration:** Active Directory Services (ADDS), ITSM and Group Policy Management (GPO).
- **Monitoring tools:** Zabbix, Wireshark and SolarWinds, MDM- Air Watch.
- **Experience:** SaaS, PaaS, VPN, SCCM, DHCP, DNS, LDAP, NTFS and G - workspace.
- **Scripting:** C, C++, Java, Python, PowerShell, PHP, and SQL, Docker, MariaDB.
- **Ticketing:** Windows and Linux with ITSM Kerberos, Zendesk, Ivanti and ServiceNow.
- **Protocols:** TCP/IP, OSI, IDS/IPS, Network Protocols and Risk Management.
- **Cyber Operations:** Knowledge of all 8 Domains of Cyber Security, Compliances, SLAs, HIPAA and NIST and SDLC.

Tech Support Analyst: - January 2024 – December 2024 – Open Text

- Manage Helpdesk Ticketing system through Zendesk and ensure calls are received, distributed, and closed out in timely manner. Troubleshoot desktop, laptop, hardware and software to ensure network connectivity.
- Managing and resetting password, creating, modifying and disabling user accounts with appropriate permissions for groups (GPO) and individuals.
- Adding or removing users from groups or email lists through MS Office 365 management. Troubleshooting Outlook-related issues. Assisting users with printing problems and resolving OS updates. Assisted in managing file structures and directory services, including implementing NTFS and share privileges.
- Communicating with non-technical users for technical support on Zoom, Teams, Phone calls, and in person to resolve customer issues and collaborate with developers and designers to improve solutions.
- Monitor network and system logs to detect and respond to security incidents and potential threats using tool LogRhythm.