

AMANPREET SINGH

IT PROFESSIONAL

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OBJECTIVE

Results-focused and visionary IT professional, leveraging a career spanning more than 4+ years executing and overseeing key design concepts whilst driving project completion from inception through to completion. Backed by inherent experience spanning across engineering, networking and web development, working alongside key professionals such as developers across building and design processes to meet key specifications. Creative problem solver, able to resolve and mitigate company wide issues through a methodical approach, reviewing key data to identify the root cause whilst ensuring timely solutions to eliminate bottlenecks. Skilled in driving alignment to wider vision whilst working collaboratively, forging strong working partnerships through rapport, trust and respect to ensure long term retention. Seeking a new and challenging role where I am certain my skills and experience will render me an asset to your team.

EXPERIENCE

Nov 2024 – Current

Remote System Engineer

Source Central, Melbourne

Highly skilled IT Systems Engineer with 4+ years of experience specializing in PI Systems and internal OT Network management. Proven ability to troubleshoot technical issues and ensure successful delivery of technologies. Experienced in managing internal and external relationships effectively.

- Developed and maintained various IT systems, resulting in a 20% increase in system efficiency.
- Implemented solutions to troubleshoot and resolve over 150 quality issues.
- Managed the software licenses, significantly reducing obsolete systems by 30%.
- Troubleshooting and resolving network issues, including hardware and software problems.

Developed a comprehensive disaster recovery plan that reduced potential data recovery time from 24 hours to 4 hours, ensuring business continuity.

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Website: <https://amanpreet.net>

EDUCATION

Master of Science: Information and Communication Technology

Latrobe University, Melbourne

2018 - 2020

Bachelor of Science: Computer Science and Engineering

Uttar Pradesh Technical University

2014 – 2017

Certifications:

CCNA Cyber Ops, 2018

CCNA R&S, 2017

KEY SKILLS

- Well-developed consultation and liaison skills able to collaborate well with technical audiences whilst fostering open lines of communication
- Strong business and technical acumen with inherent knowledge across information technology and project management principles
- Strategic planning and implementation whilst working towards a common goal
- Stakeholder engagement forging strong working partnerships through rapport, trust and respect
- Flexible and adaptable to

June 2024 – Sep 2024

Sr. Network Engineer

Praruh Technologies Ltd, Noida

Skilled Network Engineer in providing comprehensive technical support to Railtel customers like banks, Railway station, DRM office, Govt offices, Regional ISP etc. Successful in installing, upgrading, and configuring routing and switching devices at the Govt sites.

- **Installed, configured, and maintained Cisco & Juniper routing and switching equipment.**
- **Installing and configuring network hardware, such as routers, switches, and firewalls.**
- **Monitoring network performance, system availability, and reliability.**
- **Troubleshooting and resolving network issues, including hardware and software problems.**
- **Performing network maintenance and system upgrades including service packs, patches, hot fixes and security configurations.**

- Successfully collaborated with the team to upgrade the software systems in the plant
- **Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure**

Jan 2024 – May 2024

Desktop Support Engineer

JLL, Gurgaon

Skilled Desktop Support Engineer in providing comprehensive technical support to end users in JLL Gurgaon. Successful in installing, upgrading, and configuring innovative applications on Windows operating systems and providing technical support to optimize workflows and minimize business interruptions. Seeking to utilize expertise in information technology and desktop support to take next career step with a highly respected financial firm.

- Install, upgrade, support, and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment.
- Coordinate and execute preventative maintenance and remedial repairs on computers, laptops, printers, and peripherals.
- Return defective equipment to maintenance inventory, document customer repairs, and maintain and restock parts inventory to maintain spare parts levels.
- Maintain software documentation and records to ensure optimal accuracy and detail for use and review by wider departmental units across the project.
- Monitor, operate, manage, troubleshoot, and restore service to terminal service clients, PCs, or notebooks with authorized access to network.
- Monitoring hardware, software, and system performance metrics.
- Maintaining databases and ensuring system security.
- Documenting processes and performing diagnostic tests.
- Keeping track of technological advancements and trends in IT support.

July 2023 – Jan 2024

Technical Support Engineer

Friends IT Services, Sec 72, Noida

- Provide telephone/chat and remote diagnostic technical support of hardware systems, sub-systems and/or applications for customers.
- Helped customers troubleshoot issues with system configurations with hardware and software to optimize program performance.
- Assist users in installing programs. Perform system updates and test systems to evaluate performance.
- Maintain software documentation and records to ensure optimal accuracy and detail for use and review by wider departmental units

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across the project

- Provide troubleshooting support for escalated software and hardware problems. Coordinate vendor assistance when required.
- Monitoring hardware, software, and system performance metrics.
- Maintaining databases and ensuring system security.
- Documenting processes and performing diagnostic tests.
- Keeping track of technological advancements and trends in IT support.
- Configuring new desktops, routers, modems, and similar devices
- Updating computer operating systems and other important software, as needed
- Providing suggestions on appropriate training for staff

July 2020 – Jan 2023

Web Developer

StrikeOutStroke, Melbourne, Vic

- following design concepts and creating robust websites
- providing creative and design recommendations for projects
- creating and managing microsites
- working on multiple client website development and maintenance projects
- designing intelligent user interactions and navigations that generate traffic
- working with server scripts, web hosting and web app installation
- integrating data from various backend services and databases
- creating new CMS (content management systems) environments from scratch

Jan 2019 – March 2020

IT Support

Arvi Group, Melbourne, Vic

- Resolving IT support requests from employees
- Answering employee questions regarding computer systems
- Gathering and analyzing data to diagnose problems with computer systems
- Changing configurations, settings and permissions to fix computer issues
- Installing new software and hardware drivers and updating existing ones as needed
- Logging all service requests and updating tickets as needed
- Responsible for the ongoing maintenance and future planning needs of the company's desktop environment
- Monitor the performance of the company's desktop infrastructure and make suggestions for improving efficiency
- Evaluate applications and software patches for desktop applications to see if they will solve desktop issues
- Ensure that work is carried out within agreed service levels and in accordance with department guidelines
- Identify, log and resolve technical problems with software applications or network systems

REFERENCES

Available upon request

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- Migrating servers from Windows Server 2019 to Windows Server 2022 or higher platform

Sep 2018 – Oct 2018

Web Developer

ArtisanBottega, Melbourne, Vic

- Demonstrated a wide range of leadership and oversight, maintaining expertise across key design, testing and implementation procedures driving execution in line with requirements
- Developed and spearheaded the design of the company e commerce website from inception through to completion utilizing Magento2
- Tested compatibility across various browsers to ensure a seamless experience for the consumer
- Worked closely with various internal and external stakeholders to gather and enhance specifications in accordance with needs

Jan 2018 - Jul 2018

NOC Analyst

Ethicalhat Cyber Security Pty Ltd, Gurgoan, Haryana

- Provided inherent review and support across key network performance, evaluating data through a wider lens to aid with improving functionality
- Performed an array of basic system administration activities including troubleshooting and patching key operating systems alongside scripts
- Devised an array of operational reports, including trouble resolution and analysis, project status, equipment and network requirements to ensure seamless operations

PROJECTS

Web Design	Capex	http://capex.in/
Web Design	Websoles	http://websoles.com/
Web Development	Arvi group	www.omlaptoprepairs.com.au
Web Development	Strike Out Stroke	https://strikeoutstroke.org.au/
Web Development	Shop Me Fast	https://shopmefast.com/
Branding	The Artisans Bottega	https://artisansbottega.com.au/

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