

DAVINDER SINGH

PROFESSIONAL SUMMARY

Microsoft, Cisco and CompTIA certified engineer with over 10 years of experience as a Desktop Support Engineer. Skilled in diagnosing and addressing complex hardware issues, including, repairing and maintaining PCs, peripherals, printers, and servers.

WORK HISTORY

Level 2 Support Engineer. 04/2023 to Current

Macquarie Group, Sydney, NSW

- Support to Macquarie staff and resolving tickets by utilizing different information management systems in a timely manner.
- Weekly user onboarding both on-premise and remotely, troubleshooting their issues, creating, and maintaining the documentation to improve the user experience in the future.
- Building, rebuilding, and implementing systems and applications in devices complying with Macquarie Group policies, updating drivers, configuring and troubleshooting BIOS, and disposing of out-of-warranty laptops (in compliance with the business process).
- Utilizing different ticket management systems including Jira, Helix Smart IT, and data visualization software such as PowerBI, SailPoint, Confluent, and other in-house applications to record, update and resolve Hardware/Software issues.
- Providing warranty and break/fix support for Macquarie Group staff computer devices by cooperating with stakeholders like Dell technical support team and maintaining the balance of the expectations between the users and stakeholders.
- Maintaining, administering, and troubleshooting different information management systems including Office 365, SharePoint, and Teams.

Technical Support Engineer, 02/2020 to 04/2023

Fujifilm Australia, Hoxton Park, NSW

- Completing Pre-run configuration and setup of a range of Multi-function Printers/Photocopiers for installation at customer site.
- Trained others to have a high level of competence through motivating by example.
- Installation of additional hardware components into machines.
- Installation of software, updates, and firmware on machines to avoid security risks.
- Managed meeting schedules and communicate information using Office 365 tools such as MS Teams, Skype, word, excel, SharePoint, one note, Outlook and Access.
- Testing of units according to Pre-run operational guides.
- Communicate with technical operations team to fix the technical issues on customer site by supplying parts from desktops, printers and servers.

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SOFT SKILLS

- Communication
- Teamwork
- Problem-Solving
- Leadership
- Accountability

HARD SKILLS

- Computer hardware troubleshooting
- Application support
- Windows and Mac OS configuration
- Software diagnosis
- Desktop support
- Office 365
- End user support
- Technical support and assistance
- Website development
- Windows Server Administration
- Active Directory/ DNS/ DHCP

CERTIFICATIONS

- ITIL 4 Foundation
- MTA Windows Server Administration (98-365)
- CCNA (200-301)
- CompTIA Security+
- CompTIA Pen Test+

- Inspect and test DOA (Dead on Arrival) machines to find out and fix problems like errors and faults, and prepare technical reports to ensure machines are up to standards and generating revenue by 10%.

IT Help Desk, 08/2017 to 02/2020

Himark Computers, Sylvania, NSW

- Provided technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Managed Microsoft Azure AD and responsible for administration tasks such as adding and removing users, changing licenses, and resetting passwords in Office 365.
- Managed and designed active directory, DNS, and DHCP server.
- Window Server Administration including Installation and configuration of DHCP and DNS Server on domain controllers.
- IT infrastructure administration and troubleshooting including User administration; software configuration, updates, and troubleshooting; Finding and resolving the root cause of incidence.
- Became a trusted resource through high level problem-solving skills. Solved customer issues with 10% more success than company average.
- Installed, modified, and repaired software and hardware to resolve technical issues.
- Removed malware, ransomware, and other threats from systems.
- Configured hardware, devices, and software to set up workstations for employees.

Computer Technician, 03/2012 to 03/2015

Guru Nanak Computers, Nawanshahr, Punjab, India

- Delivered technical support to 10+ company clients via phone, email, remote desktop and in-person support to troubleshoot and resolve all PC related issues.
- IT infrastructure administration and troubleshooting including User administration; software configuration, updates, and troubleshooting
- Maximised network performance through ongoing monitoring and troubleshooting
- Designed and implemented new network solutions and improved the efficiency of current networks.
- Administered the enterprise-wide infrastructure consisting of hardware, software and network systems.
- Designed and set up new work stations for +200 staff, including hardware, software using Windows server setup required accessories.

EDUCATION

Master of Technology, Software Engineering, 11/2016

Federation University - Sydney

Special interest: Software Development and Programming Languages

Bachelor of Science, Information Technology, 03/2014

Guru Nanak Dev University - Nawanshahr, Punjab, India

Key learning areas included: Operating System, Networking techniques, Applied Communication and Logistics.

AFFILIATIONS

Professional Year Program for IT Feb 2017 – Dec 2017

Performance Education, Sydney

- This program is recognized by the Australian Computer Society (ACS) and assists graduates in enhancing their employability by developing additional workplace skills and professional business communication.

Get into Tech Bootcamp May 2020 – Jun 2020

INCO Academy, Sydney

- Learnt WordPress, HTML, and CSS and use these skills to build a personal website
- Developed a marketing strategy and performed market research for Website Development
- Learnt about Search Engine Optimization (SEO).