

Palak Kaur

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Professional Summary

Results-driven User Support Analyst with expertise in software development, database management, and system solutions. Proficient in SQL, system analysis, and ER diagram modeling. Strong critical thinker adept at bridging technical and business teams to deliver tailored solutions aligning with organizational goals.

Technical Knowledge

Languages: Python, Java, JavaScript, HTML5, SQL, C, C++

Tools and Software: Git, Postman, Active Directory, Azure, M365, AWS, Azure Dev-ops, Bitbucket, Docker, CRM, IoT

Work Experience

Cypress Solutions: Tier 2 – Network Admin and User Support

June 2021- Present

- Provided **technical support** to over 50 users per week, **troubleshooting** and resolving **hardware, software, network, and application-related issues promptly and effectively**, following established procedures and best practices.
- Configuring, maintaining, and troubleshooting network devices, such as routers, switches, firewalls, and access points.
- Managing and supporting server infrastructure, such as installing, updating, and securing operating systems and applications. Monitoring and optimizing network and system performance, availability, and security **Software Development and PQE**.
- Achieved 42x faster processing through **automated script development** and maintenance, mentored by senior developers for efficient and clean code.
- Implemented best practices for testing, including integration, unit, and system testing, to ensure reliable software. Worked closely with project management and development teams to meet quality and time requirements. Conducted debugging to enhance software functionality and performance.
- Participated in code reviews and provided constructive feedback to maintain high development standards.

Technical Troubleshooting

- Resolved technical issues with equipment, showcasing high proficiency. Installed, configured, and managed **Windows** and **Linux** devices, displaying a broad range of technical skills.
- Contributed to the development of **comprehensive IT support documentation** and user guides for internal and external use.

Walmart: Cashier and SCO

May 2020 – Present

- Delivered impeccable customer service by warmly greeting patrons, addressing inquiries, and swiftly resolving issues to ensure a superlative shopping experience. Expertly managed cash transactions with precision and efficiency, maintaining adherence to company protocols. Collaborated seamlessly with team members to uphold store aesthetics and optimize operational efficiency during peak periods.

Winners and HomeSense

Oct 2019 – Aug 2020

- Manage the store by following proper procedures, strong work ethics, cash handling, staying calm under pressure, keeping the store clean, ensure customer satisfaction and safety.

Project Experience

Campus Network Project

May 2021

Final Year Project at BCIT Joined forces with other 5 students to demonstrate Network deployment and security, managing user accounts under the domain, Disaster Recovery prioritizing the most important or High priority servers, Deploying Windows using WDS, Event logging, Samba, and deploying NTP.

Hardware Environment

- Cisco (ASA, Switches, Wireless LAN Controller, Aironet, VoIP and Routers), Palo Alto PA-200, PA-800, Fortinet 60E, Aruba Wireless LAN Controller and Access Point, Dell PowerEdge Server, Cisco (2600, 3600, 3700, 1800, 1900, 2800, 2900, 3850, 3900 Routers)

Software Environment and Protocols

- Windows Server (2008, 2012, 2016 and 2019), Linux (Ubuntu, Mint, Kali, CentOS, Oracle and Redhat), VMware, Wireshark, Office Exchange Email and anti-spam protection, Oracle Secure Global Desktop, Office 365, DNS, DHCP, IIS, Remote App, Group Policy, SMTP, IMAP, POP3, NAT, RIP, EIGRP, OSPF, HSRP, VLAN, Trunking, VTP, STP, EtherChannel, Zone-Based Firewall, IPsec VPN, SSL

Education

British Columbia Institute of Technology, Burnaby, B.C

Sept 2019 – May 2021

Diploma, Computer Information System Administrator

- CCNA 1-4 & Computer and Server Hardware
- Python Programming & Linux Administration
- Troubleshooting and Deploying Servers and Desktops
- Network Security & Messaging Services (Exchange and Zimbra)
- Windows System Management and Enterprise Virtualization
- Wireless Configuration and CCNA Collaborations (VoIP)
- Enterprise Windows Services and Deploying Cloud Services (Office 365, AWS, Azure Clouds)
- Managing Network Services and Advanced Network Security (FortiGate- Palo Alto- FortiSIEM)

Certificates

- **FortiSIEM 5.1 (May 2021)**
- **PALO ALTO CERTIFIED EDU-120 (March 2021)**
- **FortiGate Firewall Configuration (Dec 2020)**