RAJEEV KUMAR

IT Support Professional

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OBJECTIVE

IT Support Technician with hands-on experience in virtualization, networking, and system administration. Skilled in diagnosing and resolving technical issues, deploying servers, configuring firewalls, and maintaining reliable IT environments. Strong communicator with a structured, calm troubleshooting style. Actively seeking an IT Support Technician role to deliver reliable, efficient technical support.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server, macOS, Linux (Ubuntu/Debian)
Networking: TCP/IP, DNS, DHCP, VPN, LAN/WAN, Cisco hardware, network diagnostics
Virtualization & Infrastructure: Proxmox VE, VMware, VirtualBox, Hyper-V, TrueNAS Scale (ZFS)
Security: pfSense/OPNsense firewall configuration, Active Directory, Group Policy
Scripting & Automation: PowerShell, Bash, Python (basic)
Hardware: PC/laptop assembly, BIOS configuration, peripheral installation and maintenance
Ticketing & ITSM: Jira, Zendesk, Freshdesk, Trello
Software & Productivity: Microsoft Office Suite, Adobe Creative Suite (Photoshop, Illustrator, InDesign)
Databases: SQL Server, Microsoft Access, Excel
Web: HTML, CSS
Languages: English (Full Professional), French (Basic Working – actively improving)

PROFESSIONAL EXPERIENCE

IT Support Intern   *Dec 2025 – Feb 2026*
LBSPB – West Island Career Centre   *Pierrefonds, QC*

- Provided Tier 1 hardware and software troubleshooting for staff and students on Windows and macOS devices, reducing resolution time through structured diagnostic approaches.
- Configured and maintained network connectivity, printers, and classroom AV technology to support uninterrupted daily operations for 100+ end users.
- Performed system imaging, OS updates, and preventive maintenance on workstations and laptops, ensuring up-to-date and secure endpoints.
- Developed and maintained IT knowledge-base articles by documenting incidents, troubleshooting steps, and resolutions, improving team efficiency.
- Managed IT equipment inventory including peripherals and loaner devices, maintaining accurate records and ensuring device availability.

Service Agent / Recreation Assistant   *April 2021 – April 2023*
CIUSSS Centre-Ouest   *Montréal, QC*

- Screened patients, visitors, and staff for COVID-19 symptoms and enforced infection control protocols at hospital entry points.
- Distributed PPE and provided clear guidance on hospital policies and safety procedures to diverse populations under high-pressure conditions.
- Organized and facilitated therapeutic recreational programs for residents, supporting social engagement and mental well-being.

Warehouse Inventory System Support
Aerotek

October 2018 – January 2020
Montréal, QC

- Utilized inventory management systems to receive, inspect, and accurately log incoming shipments, maintaining data integrity across records.
- Tracked product movement and reconciled discrepancies, supporting warehouse operations through systematic record-keeping.

Graphic Artist
Nagarro Software Pvt. Ltd

April 2013 – November 2017
Gurgaon, India

- Designed digital and print media assets including web graphics, marketing materials, presentations, and product illustrations using Adobe Photoshop, Illustrator, and InDesign.
- Collaborated with cross-functional teams to deliver high-quality visual content meeting brand and project specifications on schedule.

PROJECTS

Enterprise-Grade Home Lab | *Proxmox · TrueNAS · Windows Server · Linux · Active Directory · PowerShell*

- Designed and built a multi-server home lab running **Proxmox VE** as the primary hypervisor, hosting 8+ virtual machines and LXC containers simulating an enterprise IT environment.
- Deployed **TrueNAS Scale** as a dedicated NAS solution; configured ZFS storage pools with RAID-Z2 redundancy, automated snapshots, and SMB/NFS shares for network-wide file access and backup.
- Set up a full media server using **Jellyfin**, with automated media acquisition and organization via Sonarr, Radarr, and Prowlarr — all containerized and reverse-proxied through Nginx Proxy Manager with SSL.
- Managed Active Directory user accounts, group policies, and access permissions on Windows Server, enforcing role-based access control across the lab environment.
- Set up LAN/WAN networks with routers and switches; diagnosed and resolved connectivity issues using TCP/IP diagnostic tools (ping, tracert, nslookup).
- Automated routine tasks (log analysis, user provisioning, system cleanup) using Python scripts and PowerShell, cutting manual effort by an estimated 40%.
- Configured **pfSense/OPNsense** as the network firewall and router with VLAN segmentation, isolating lab, media, and trusted device traffic for improved security posture.
- Monitored infrastructure health using **Grafana** dashboards with Prometheus and node exporters, enabling proactive alerting on resource usage, disk health, and service uptime.
- Managed IT service requests and incidents using Jira and Zendesk, ensuring timely resolution and thorough documentation of procedures and configurations.

EDUCATION

DVS in IT Support
Pearson Electrotechnology Center, Lachine, QC

Completed February 2026

AEC in Graphic & Web Design
John Abbott College, QC

October 2021

Diploma in 3D Animation & Visual Effects
Maya Academy of Advanced Cinematics, New Delhi, India

February 2012