

# SUBHNETAR SINGH

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## PROFESSIONAL SUMMARY

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IT Services Diploma graduate (SAIT, April 2026) with 1.5 years of professional Tier 1/2 technical support experience across Windows, Microsoft 365, Active Directory, and Microsoft Azure environments. Proven track record resolving 20–40 tickets weekly through ServiceNow with sub-30-minute first-response times, plus hands-on experience deploying production cloud infrastructure with CI/CD automation. Currently preparing for Microsoft Azure Fundamentals (AZ-900). ITIL-aligned, customer-focused, and ready to contribute to a Calgary MSP delivering excellent client support.

## TECHNICAL SKILLS

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**Operating Systems:** Windows 10/11, Windows Server 2019/2022, Linux (Ubuntu, RHEL, CentOS), macOS  
**Cloud Platforms:** Microsoft Azure (App Service, Virtual Machines, Blob Storage, Key Vault, NSG, Load Balancer, Resource Groups, Cost Management), Microsoft 365, Oracle Cloud Infrastructure (OCI)  
**Networking:** TCP/IP, DNS, DHCP, VLANs, Subnetting (VLSM), Routing & Switching, STP, EtherChannel, VPN, Wireshark, Cisco IOS, Cisco Packet Tracer, Cisco CML  
**Systems Administration:** Active Directory, Microsoft Entra ID (Azure AD), Group Policy (GPO), DHCP/DNS Server, RRAS, Remote Desktop (RDP), VMware ESXi, Hyper-V, Windows Backup  
**IT Service Management:** ServiceNow, Incident Management, Change Management, Problem Management, Ticketing Systems, Asset Management, ITIL Framework, SLA Management, Root Cause Analysis  
**Scripting & Automation:** Python, PowerShell, Bash, Git, GitHub, GitHub Actions, Ansible  
**DevOps & Containers:** Docker, Docker Hub, CI/CD Pipelines, Infrastructure as Code, YAML  
**Security:** Microsoft Defender, Multi-Factor Authentication (MFA), Identity & Access Management (IAM), Azure Key Vault, Network Security Groups (NSG), Firewalls (firewalld, UFW), Conditional Access  
**Productivity & Collaboration:** Microsoft Teams, Outlook, SharePoint, OneDrive, Jira, Confluence

## PROFESSIONAL EXPERIENCE

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### IT Support Technician

NetSet Software, S.A.S Nagar, Punjab, India

Feb 2023 – Jul 2024

- Provided tier 1 and tier 2 desk-side technical support for 20+ end users across Windows 10/11 environments, resolving 20–40 tickets weekly through ServiceNow with consistent first-response times under 30 minutes.
- Administered Active Directory: created and managed user accounts, performed password resets and account unlocks, configured Group Policy Objects (GPOs), and managed access permissions across departmental security groups.
- Diagnosed and resolved network connectivity issues spanning DNS, DHCP, and TCP/IP layers using Wireshark, ping, tracert, and nslookup, restoring service for business-critical applications and minimizing user downtime.
- Deployed and imaged laptops and desktops for new hires, including OS installation, domain joining, software provisioning, and endpoint security configuration, ensuring same-day readiness for incoming employees.
- Installed, configured, and patched operating systems and business applications across the user base, maintaining standardized software baselines and reducing recurring support requests.

## PROJECTS

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### Queue Tracking System — Capstone Project

Jan 2026 – Mar 2026

- Architected and deployed a real-time queue analytics platform across three retail locations (Tim Hortons, Starbucks, Edo Japan) using YOLOv8 computer vision on Raspberry Pi edge devices streaming to a Node.js/Express backend via REST APIs.
- Built a SQLite-backed authentication layer with bcryptjs hashing and JWT tokens, plus a four-tab admin dashboard (analytics, manual override, user management, CSV export) with role-based access control.
- Deployed to Microsoft Azure App Service (Canada Central) with automated CI/CD via GitHub Actions; presented to industry partners at SAIT CAPCON 2026.

## EDUCATION

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Information Technology Services Diploma (3.7/4.4 GPA)

SEP 2024 – APR 2026

Southern Alberta Institute of Technology (SAIT), Calgary, AB, Canada

[Google IT Support Professional Certificate](#)

JUN 2024 – AUG 2024

Completed (Coursera)