

Naman Pal

Toronto, ON | 647-834-6447 | namanpalofficial@gmail.com

Portfolio: <https://naman-pal.github.io/aboutme/>

LinkedIn: <https://www.linkedin.com/in/n-pal/>

*IT Support (3+ years) pivoting into cloud. Genuine passion for **scripting and automation** with bash, Azure CLI, and PowerShell. Actively building cloud projects (VMs, networking, IAM, automation). Preparing for AZ-104.*

Professional Experience

SYSTEMS TECHNICIAN
LERNERS LLP, TORONTO, ON

Sep 2024 - Present

- First point of contact for end-to-end IT support across infra, networks, endpoints, and apps.
- Administer users, groups, and permissions (RBAC), supporting identity and access governance.
- Utilize Azure Entra ID, Netskope, Mimecast, Lansweeper, Exchange Admin Center.
- Improved processes, authored KB articles, increasing user satisfaction from 80%→98%.

IT TECHNICIAN
WET'N'WILD TORONTO, BRAMPTON, ON

May-Sept 2023

- Improved operations by analyzing weekly reports and resolving recurring technical issues.
- Configured and troubleshooted printers, POS systems, endpoints, switches, AV, and cameras.

TECHNICAL SUPPORT ANALYST
HUMBER COLLEGE, TORONTO, ON

Jan-Dec 2023

- Provided L1 support; provisioned user accounts and access for students and staff
- Troubleshoot AV systems and managed IT asset inventory and lifecycle

IT Project Experience

AZURE ACTIVE DIRECTORY USER AND ACCESS MANAGEMENT: HOME LAB

Ongoing

- Created Azure Entra ID users/groups with RBAC roles, simulating onboarding/offboarding workflows.
- Implemented MFA and tested role-based access control across Azure resources.

SIHMON: SMART INFANT HEALTH MONITOR

December 2023

- Built IoT-based health monitor using Python to process sensor data and push it to a cloud database.
- Android app uses cloud data in real time and triggers alerts based on predefined health thresholds.

Education

COMPUTER ENGINEERING
HUMBER COLLEGE TORONTO, ON

Jan 2021 - Dec 2023

- Built Azure labs deploying VMs, configuring VNets, NSGs, and user access (RBAC). Wrote scripts.

Skills

Technical: Azure (VMs, VNets, NSG, RBAC, Storage), Bash, Azure CLI, PowerShell, Python, DNS, TCP/IP

Non-Technical: Communication, Teamwork, Problem Solving, Critical Thinking, Ownership, Customer Service

Others: On-call readiness, ITSM, IT Security, Microsoft 365, OS Administration, VMware, French