

Gary Virk

IT Specialist — IT Support & Network Infrastructure

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SUMMARY

IT Specialist with nearly three years of hands-on experience across L2/L3 support, Dell infrastructure deployment, and network operations. Strong foundation in Windows Server, Active Directory, routing and switching, and evidence-first troubleshooting. Actively integrating AI-assisted tools into diagnostics, documentation, and support workflows. Certified: CCNA, CompTIA A+, Network+, CIOS.

CORE SKILLS

- Dell infrastructure deployment: client and server hardware imaging, configuration, and enterprise rollout
- L2/L3 IT support: escalation handling, root-cause analysis, incident documentation, SLA management
- Windows Server and Active Directory: user authentication, Group Policy, DNS, DHCP
- Networking: TCP/IP, VLANs, routing and switching, subnetting, firewalls and access control, Wi-Fi
- Network monitoring and packet analysis: Wireshark, SNMP, network diagnostics
- Virtualization and cloud fundamentals: VMware, Hyper-V, cloud networking basics
- AI-assisted IT operations: deploying AI productivity tools, AI-assisted diagnostics and documentation workflows
- Scripting and automation: PowerShell and Linux shell scripting fundamentals

EXPERIENCE

IT Specialist — Cummins Inc.

Mississauga, Ontario · May 2023 – December 2025 · 2 years 8 months

- Deployed and configured Dell infrastructure across enterprise sites: imaging, hardware configuration, rollout, and post-deployment support.
- Provided L3-level support for endpoint, network, and identity incidents, resolving escalations beyond L1/L2 scope.
- Supported network operations: VLAN and switch changes, DHCP/DNS troubleshooting, and connectivity triage backed by packet-level evidence.
- Introduced AI-assisted workflows for diagnostics and incident documentation, reducing time-to-resolution on repeat issues.
- Wrote repeatable runbooks and incident notes that enabled clean handoffs between support tiers.

User Support Technician — Bluum

Markham, Ontario · April 2023 – May 2023 · 2 months, on-site

- Delivered on-site L2 hardware support: diagnostics, component replacement, peripheral setup, and user assistance.
- Maintained accurate ticket records and escalated unresolved issues with complete troubleshooting evidence.

EDUCATION

St. Clair College — Windsor, Ontario

IT Systems & Network Administration

Coursework: routing and switching, VLANs, subnetting; network security and firewalls (IDS/IPS); Linux administration; Windows Server and Active Directory; virtualization and cloud (VMware, Hyper-V); Wireshark and SNMP monitoring; cybersecurity fundamentals; help desk and IT support for networks.

Cisco Networking Academy — Windsor, Ontario

Systems, Networking, and LAN/WAN Management

CERTIFICATIONS

Cisco CCNA · CompTIA A+ · CompTIA Network+ · CompTIA IT Operations Specialist (CIOS)

PROJECTS & LABS

Windows Server Support Lab (building): AD DS, DNS, DHCP, and GPO support scenarios documented like real tickets. Full lab roadmap — Packet Tracer networking, Wireshark analysis, PowerShell automation — published at garyvirk.com.