**Aditya B Upadhyay**

Work Permit • Toronto • (647)-865-9225 • aditya.au7@gmail.com • [linkedin.com/in/aditya-b-upadhyay](https://www.linkedin.com/in/aditya-b-upadhyay/)

**CAREER PROFILE**

Recent graduate with more than 1 year of experience developing Windows application. Solid experience managing servers and cloud-based tools. Love learning new skills and information every day. Not afraid to do research if needed to increase my knowledge and abilities

**CAREER HIGHLIGHTS**

* 1+ year of experience monitoring and maintaining IT Infrastructure and Software development
* Monitored and Maintained Lan Network
* Validated JSON response and request data to validate data and verify user for Mobile application.
* Almost 1 Year of Experience developing windows application and Website using C#, MS-SQL
* 1+ Year of experience in solving customers issues with product and assisting with refund/replacement boosting store revenue with increase of 103% in Customer Satisfaction
* 1+ Year of experience using POS systems

**TOOLS AND TECHNOLOGY**

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| --- | --- |
| **Domain** | Custom web and mobile app solutions, Windows Application, E-commerce |
| **Tools** | MS Office, Word, PowerPoint, Excel, Visio, Dreamweaver, Eclipse, NetBeans, Android Studio, JIRA, Teams, Visual Studio code, Visual Studio 2017 CE, Nessus, Metasploit, John the Ripper, Wireshark, Nmap, Nikto, AirCrack-ng, VMware, vCenter, vSphere, ServiceNow |
| **Languages** | C, C++, C#, Java, Dot Net, JSON, HTML, XML, SQL, Webservices, API |
| **Networking Skills** | HTTP, HTTPS, DNS, TCP/IP, DHCP, SMTP, FTP, SSH, Telnet, RIP, OSPF, VLAN, LAN, WAN, WI-FI, WEP, WPA, WPA-2, RADIUS, AAA |
| **Platforms** | Windows, Windows Server, Unix, iOS, Android, Mac and Linux |
| **Databases** | Oracle11g, MS-SQL, MySQL, SQLite, LINQ, RDBMS, MS Access |
| **Technologies** | AWS, Cloud Computing, Virtualization, ESXi, Docker Containerization |
| **Soft skills** | Excellent communication, analytical, negotiation, decision-making, focused and thinking outside the box. |

**PROFESSIONAL EXPERIENCE**

**Merriment System May 2018 – July 2019**

**Junior Software Engineer**

* Served as first point of contact for users seeking onsite assistance
* Configuring & setting up new devices I.e. Desktop, Laptop, Printers, Wi-Fi
* Monitoring 10 - 50 devices daily and patching them with daily updates
* Created onsite backup of VMware machines using Veeam
* Adding / Removing users with Windows AD
* Monitor network & create alarms using Zabbix
* Designed and developed windows Desktop application
* Developed Payroll Application using C#, Microsoft SQL 2014 & SQLite
* Installing and configuring the necessary components to ensure that the database is accessible
* Validating data to ensure that there was a correct data transfer
* Implemented encryption to run on specific system

**Walmart Nov 2019 – Current**

**Cashier / Customer Service Representative**

* Communicated and served more than 100 customers daily
* Handled a minimum of 100 cash/credit transactions in full paced environment
* Sold 100+ Walmart MasterCard

**Syncreon Mar 2021– May 2021**

**Cellular Technician**

* Setting up and operating specialized and standard test equipment to diagnose, test and analyze the performance of electrical and electronic components, assemblies and systems of smartphones
* Restoring and upgrading iOS devices
* Performing functional testing of electronic units using diagrams, charts and work instructions to process units
* Testing all functionality of unit, before moving to retail stores
* Performing RF diagnostics, failure analysis, and entering the analysis results in electronic complaint handling system
* Determining parts to be replaced
* Performing quality check and testing of repaired devices to ensure full functionality
* Managing and using tools and equipment properly, including software and in store systems and inventory
* Providing and ensuring all testing tools and appliances are in proper working condition
* Diagnosing the faulty devices and recognizing component damage, fraud and tampering

**Shaw Communication May 2021– Current**

**Technical Support Representative**

* Provide knowledgeable technical support and troubleshooting guidance pertaining to network, Internet, cable, digital phone, and computer issues
* Communicate electronically and by phone with customers experiencing technical difficulties to determine and document problems experienced
* Diagnose and resolve technical problems encountered by customers
* Consult internal software, tools and guides, to research customer issues and implement solutions
* Document customer records with log of problems and solutions for use by other Technical Support Representatives.
* Deliver exceptional customer experience while staying within our support scope guidelines
* Educate customers in realizing the full benefit of the clients products and services and look for opportunities to improve our business and elevate customer experiences
* Promote and sell the features, advantages, and benefits of client products and services to our customers
* Employ time management and multi-tasking skills to maintain high service levels
* Thoroughly document customer interactions and escalate potential service issues
* Identify opportunities to improve customer service levels
* Provide feedback to leadership teams to improve environment

**EDUCATION AND CERTIFICATIONS**

**Thakur College of Science and Commerce, Bachelor of Science – Information Technology, India – 2018 George Brown College, Postgraduate Diploma, Wireless Networking, Toronto, CA – 2020**

**George Brown College, Postgraduate Diploma, Network & System Security Analysis, Toronto, CA – 2020**

* [Certified Ethical hacker](https://aspen.eccouncil.org/VerifyBadge?type=certification&a=9bUVb8Y7RVBSQLqMuoo+E8rNWIEYvJ2smLcTevgdJho=) – EC-Council
* [AWS Certified Cloud Practitioner](https://www.youracclaim.com/badges/f4091c1f-4ef3-490f-917a-89ba79d7748c/) - Amazon
* [AWS Certified Solution Architect Associate](https://www.youracclaim.com/badges/6faba135-ddba-4135-8bf5-b8917a34358a) - Amazon
* Core Java – Seed

**VOLUNTEER EXPERIENCE**

**Thakur College of Science and Commerce 2016 – 2018**

**Team Lead of gaming event**

* Managing and Deploying multiple gaming servers locally.
* Configuring rules and events based on different game.
* Troubleshooting host devices.

**Impervious Gaming Jul 2018 – Dec 2018**

**Junior Software Developer**

* Setup log collection for windows client
* Developed application to remotely managed control desktop
* Implemented session-based Login for enhanced security
* Deployed a Self-service point-of-sale system

**REFERENCES**

Available upon request