Ayush Patel

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Professional Summary

- IT Support Technician with hands-on experience in desktop support, enterprise systems, and campus-wide technology services.
- Proven ability to diagnose and resolve hardware, software, and networking issues under pressure.
- Strong foundation in Active Directory, SCCM, Windows/macOS environments, and mobile device management.
- Skilled in supporting users in high-demand academic settings. Currently pursuing ITIL certification.

Technical Skills

- Operating Systems & Platforms: Windows 10/11, Windows Server (2003+), Microsoft SBS, Server (2003+), macOS, Linux, Microsoft Exchange (2007+), SQL Server (2005+), Azure, SQL, Hyper-V, VMware ESX& View (4.1+), Veeam Backup & Replication
- End-User & Desktop Support: ServiceNow ticketing, deskside & remote assistance, new hire setup, software installation/upgrades, printer & peripheral troubleshooting, Apple Business Manager (MDM)
- System Administration & Networking: Active Directory (user/group creation, password resets), Group Policy, M365, Azure, Entra, DHCP, DNS, IP routing, VPN setup, firewall configuration, LAN/WAN troubleshooting
- Hardware & Asset Handling: Laptop/desktop/iPhone/tablet deployment, imaging (WDS/PXE), BitLocker encryption, hardware replacement coordination, experience with IBM, HP, Dell/SonicWall
- Security & Collaboration Tools: Anti-virus & malware removal, Microsoft Teams, Outlook, Webex, Microsoft Teams Rooms, (MTRs), VOIP & phone systems basics, digital security practices
- Virtualization & Infrastructure: VMware, Hyper-V, virtualization troubleshooting, backup and disaster recovery planning

Professional Soft Skills

- Strong analytical and problem-solving skills with the ability to shift between technical support and business systems analysis
- Excellent written and verbal communication; able to clearly document processes and collaborate across departments
- Organized, detail-oriented, and capable of managing multiple tasks and priorities effectively
- Proactive, service-focused, and results-driven, comfortable working under pressure and ambiguity
- Empathetic communicator who prioritizes end-user satisfaction and training support
- Adaptable and committed to continuous improvement of existing systems and workflows

Education

Postgraduate in Computer System Technician

Durham College, Oshawa, ON   January 2024 - April 2025

- Cumulative G.P.A 4.0 out of 5.0 (equivalent to A) with Honour Roll standing for two consecutive semesters
- Studied Linux Administration, Network Administration & Troubleshooting, Cloud technology fundamentals, Project Management and Virtualization.

Diploma of Engineering in Computer Engineering

Gujarat Technological University (GTU), India   September 2019-July 2022
Graduated with 8.94/10 CGPA

- Coursework included VB.Net, C, C++, Python, Java, Troubleshooting, and Team Collaboration Projects

Relevant Experience

IT Support Technician

Durham College – Oshawa, ON   April 2024– April 2025

- Provided technical support for 500+ users, resolving Linux/Windows system and network issues
- Automated imaging and deployment with WDS, PXE, and PowerShell scripting
- Configured secure workstation environments using BitLocker, Group Policy, and local security policies
- Supported Active Directory, DNS, and DHCP configuration and maintenance
- Collaborated with IT teams for patching, updates, and hardware replacements
- Participated in testing and troubleshooting NFS integration and authentication services

IT Support Specialist

Avian Experience – Ahmedabad, India   September 2022 – November 2023

- Provided desk-side technical support to 100+ staff in a fast-paced office environment
- Diagnosed and resolved hardware, software, and peripheral issues on desktops, laptops, printers, and scanners
- Installed operating systems and applications, configured user profiles, and ensured security policies were enforced.
- Supported users with password resets, account access, and software updates via Active Directory and Exchange.
- Assisted with system imaging, backups, patch management, and remote support tools
- Set up and maintained wired and wireless network connections, resolving connectivity issues across multiple devices.
- Documented technical procedures and maintained asset inventory logs.
- Delivered basic training and guidance to end-users on system usage, MS Office tools, and common troubleshooting steps.