

CHIRAGKUMAR PATEL

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705.220.7478

HIGHLIGHTS

Skilled technician with 1 year of experience in providing IT services for clients in software, hardware and network applications. Strong organizational skills with the ability to effectively prioritize workflows and multitask. Adept at learning new applications. *Areas of Expertise:*

- Troubleshooting/Repairs
- Knowledge of programming
- Customer Service
- Software & Hardware Maintenance
- End User Support
- Spyware & Malware Removal
- Technical Training
- Document Management
- Analytical/Problem Solver

TECHNICAL SKILLS

Operating Systems:	Windows 10, Windows Server 2012/08/03, Windows 8, 7, Vista, XP, Linux
Networking:	TCP/IP, DNS, DHCP, Telnet, SSH, TFTP, FTP, VPN, VLAN
Platforms:	Windows Deployment Server, Active Directory, Microsoft Office (Word, Excel, Outlook, PowerPoint, Visio), Adobe Acrobat Professional and Reader, Internet Explorer, Mozilla Firefox.
Hardware:	IBM Desktops/Laptops/Printers, Dell Desktops/Laptops/Servers, HP Desktops/Laptops/Servers/Printers, Toshiba Laptops, Lexmark Printers, Cisco Routers/Switches, Motherboards, Hard Drives, Memory, Peripheral Devices, Power Supplies
Support Tools:	Ghost, Norton Antivirus
Virtualization:	VMware vCenter Server, VMware Lab Manager, VirtualBox

PROFESSIONAL EXPERIENCE

GAYATRI COMPUTERS & SALES SERVICES

2016-2017

BECHARAJI, GUJARAT, INDIA

COMPUTER TECHNICIAN(PART-TIME)

Provided support in repairing and maintaining computers and home networks.

- Analyzing computer hardware problems, rectifying them, servicing and replacing parts when necessary.
- Acting as the middle man between user and manufacturer when equipment must be sent to the latter for repair.
- Installing software, demonstrating its usage and troubleshooting when users are faced with problems.
- Setting up and solving problems with computer network systems, cabling and wireless networks.
- Anti-virus software installation, reporting new virus files and malware removal.
- Setting up equipment for web conferences and other events that use computers and their peripherals.
- Servicing and maintaining computer related equipment such as printers, projectors, web cameras and scanners.

CHIRAGKUMAR PATEL

SOFT SKILLS

- Teamwork
 - Presentation
 - Writing Skill
 - Creative Problem Solving
 - Conceptual Understanding
 - Documentation Skill
 - Customer Focused
 - Flexibility
 - Creativity
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EDUCATION & TRAINING

Computer Systems Technician, Networking, Georgian College, 2018-Running

- Dean's List in 1st Sem.
- Courses: Windows System Administration, Linux System Administration, Administrative Scripting, Windows Server Administration, Python Programming

Bachelor of Computer Science, Monad University, 2013-16

- 1st Division (7.12 CGPA)

CERTIFICATIONS

Basic Networking Certified
CompTIA A+ Certified
CompTIA N+ Certified
CompTIA CCNA Certified