

# Gunjankumar Bhoi

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## Career Profile

IT Support Specialist with 3.5+ years of experience across enterprise IT and customer service. Skilled in Microsoft 365, Active Directory, Intune, and SCCM, with a record of resolving issues quickly, improving uptime, and automating tasks. Strong communicator with proven success in handling inquiries, de-escalating conflicts, and delivering clear, reliable support to users and customers.

## Work Experience

### IT Support Specialist, Evertz Microsystems

Jul. 2023 – Present

- Triage and resolve technical issues across on-prem servers and Microsoft 365 for 500+ users, following ITIL practices to ensure consistent service delivery and reliability.
- Administer Microsoft 365 services including Exchange, Teams, SharePoint, OneDrive, Entra ID and virtualization platforms (VMware, Citrix) to ensure smooth, reliable operations.
- Leverage PowerShell, Intune, and SCCM to automate tasks, streamline software/update deployments, and reduce manual effort by 25%.
- Monitored and maintained systems while supporting users, identifying and resolving issues before they impacted operations, improving uptime and user satisfaction.
- Authored 30+ knowledge base articles, reducing repeat tickets and improving overall support efficiency and team productivity.

### CSR -Table Games Dealer (PT), Great Canadian Casino Resort

Sep. 2022 – Jun. 2025

- Delivered exceptional service to 100+ patrons per shift, resolving inquiries and de-escalating conflicts to maintain a welcoming and secure gaming environment.
- Accurately dealt various table games while identifying and preventing potential errors or disputes, contributing to smooth operations and customer trust.
- Maintained precise records of cash and chip transactions exceeding \$10,000 per shift, supporting operational efficiency and audit compliance.
- Fostered a positive, inclusive atmosphere by effectively engaging with a diverse customer base, enhancing overall guest experience and table engagement.

### Tier 2 Technical Support (Co-op), Evertz Microsystems

Aug. 2022 – Dec. 2022

- Delivered Tier 2 support for 50+ weekly escalated hardware, software, and network issues, resolving incidents faster and reducing repeat problems.
- Streamlined ticket handling and documentation using ITSM practices, cutting average resolution time by 30% and consistently meeting SLAs.
- Collaborated with cross-functional teams and communicated directly with end users to ensure smooth resolution of technical issues and clear understanding of IT changes.

### Warehouse Associate, DSV

Jan. 2022 – Aug. 2022

- Executed daily warehouse operations, consistently meeting or exceeding productivity targets with minimal supervision.
- Collaborated with cross-functional teams to streamline workflows, improving order processing efficiency.
- Strictly followed safety protocols and standard operating procedures, contributing to zero workplace incidents during tenure.

### Help Desk Technician, iTeam Technology

Sep. 2020 – Dec. 2021

- Achieved a 95% first-call resolution rate for desktop, software, and connectivity issues, maximizing productivity and reducing repeated support requests.
- Managed high-volume ticket queues, escalating complex cases to Tier 2/3 teams while ensuring clear communication and strong end-user satisfaction.

## Education

**Postgraduate Certificate**, Business Information Technology, Seneca College  
**Bachelor's Degree**, Information Technology, Charusat University

**Jan. 2022 – Aug. 2023**  
**Jun. 2017 – Jun. 2021**

## Certifications

**Health & Safety:** WHMIS & Confined Space Awareness

**Operator in Training:** Water Treatment & Distribution, Wastewater Treatment & Collection

**Cloud & IT:** Oracle Cloud Infrastructure Foundations, OCI AI Foundations, Google IT Support Professional, CompTIA A+

## Projects

### Portfolio Website | [Link](#)

- Designed and developed a responsive website highlighting skills, experience, and projects, improving professional visibility.
- Implemented interactive UI elements and optimized navigation for seamless user experience across desktop and mobile devices.
- Integrated downloadable resume, project links, and contact forms, increasing engagement and accessibility for recruiters and clients.
- **Learning:** Strengthened front-end development skills and gained experience in presenting technical content effectively for a professional audience.

### PlanEat Application, Seneca College | [Link](#)

- Developed cross-platform app in Flutter/Dart, integrating UI, database, and matching logic for real-time meal pairing.
- Collaborated with a 4-person team using agile methods, delivering a working prototype on time.
- Conducted user research and feedback sessions, refining features to meet newcomer and student needs
- **Achievement:** Won 1st place at the Seneca BTT Project Competition out of 8 teams for innovation and real-world impact.

### Residential Pool Water Quality Restoration

- Restored severely contaminated pool to safe, swimmable conditions within 7 days by applying SLAM methodology, maintaining precise chlorine/pH levels, and optimizing filtration.
- Performed daily chemical tests (pH, alkalinity, chlorine) and adjusted dosages, achieving a 95% reduction in algae growth through systematic monitoring.
- Backwashed filters and inspected pumps daily, improving circulation efficiency and preventing equipment failure.
- **Learning:** Gained hands-on experience in water treatment, chemical testing, documentation, and routine maintenance while restoring a contaminated pool to safe standards.

## Skills Summary

**Operating Systems:** Windows 10/11, Windows Server 2016/2019, macOS, Linux.

**Cloud & Collaboration:** Microsoft 365, Azure AD, Exchange, Teams, SharePoint, OneDrive.

**Administration & Scripting:** Active Directory, GPOs, PowerShell, MDM, SCCM, Intune.

**Networking & Security:** TCP/IP, DNS, DHCP, VPN, VLANs, Firewalls, LAN/WAN.

**Tools & Support Platforms:** ServiceNow, JIRA, Zendesk, RDP, TeamViewer, VMware, Citrix.

**Customer Service:** Conflict resolution, inquiry handling, clear communication, user training, client engagement.