

# HARSHUL SHUKLA

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## SUMMARY

Results-driven IT professional with a strong focus on networking and system administration. Proficient in configuring and managing complex network environments, with expertise in troubleshooting network issues and optimizing performance. Skilled in various networking protocols, security measures, and firewall management. Experienced in providing technical support and implementing best network reliability and efficiency practices. Adept at collaborating with cross-functional teams and quickly adapting to new technologies. Committed to delivering high-quality solutions that enhance organizational performance.

## TECHNICAL SKILLS

### CORE NETWORKING COMPETENCIES

- **Network Configuration:** Advanced IP addressing, subnetting, VLAN implementation
- **Protocols:** Extensive knowledge of DHCP, ARP, DNS, FTP, TCP, UDP, SSL, VPN (IPSec)
- **Routing Expertise:** Static and Dynamic Routing (RIP, OSPF, BGP, EIGRP, MPLS), NAT, VPN Setup
- **Security Architecture:** AAA Framework (LDAP, RADIUS, TACACS+), Firewall Rules, ACLs, QoS Configuration
- **Advanced Technologies:** Link Aggregation (LACP), Spanning Tree Protocol (STP)
- **Network Performance Optimization:** Advanced troubleshooting and performance tuning techniques using network monitoring tools.

### TECHNICAL SPECIALIZATIONS

- Firewall management (**Palo Alto, Fortinet, Cisco**) and ACL configuration
- Video networking technologies: **VCS, Expressway**
- Comprehensive troubleshooting using **Wireshark** and **Nmap**
- **Trouble Shooting:** Routers, Switches, Servers, Firewalls, Access Points, Printers, Projectors, PCs
- **Cable Management:** Implementing effective cable management and rack-mounted configurations

### COMPLEMENTARY TECHNICAL SKILLS

- **Operating Systems:** Windows Server, macOS, Linux, ChromeOS, Android, iOS
- **Helpdesk & IT Support:** ITSM ticketing system management, Escalation resolution, Junior staff mentoring
- **System Administration:** Skilled in OS installation, updates, and troubleshooting across various platforms.
- **Programming:** Python, C#, C++, SQL
- **Web Development:** HTML, CSS, JavaScript
- **Database Management:** SQL, Oracle, MongoDB
- **Graphic Design:** Adobe Creative Suite, Canva, Filmora | **Office 365**
- **Multilingualism:** Expert in English, Hindi, Gujarati, Sanskrit, Punjabi; Intermediate in Japanese, Spanish

## PROFESSIONAL EXPERIENCE

### **NETWORK LAB ASSISTANT**, Conestoga College, Doon, ON

**Sep 2024 - Present**

- Facilitated installing, maintaining, and updating network equipment and cloud resources to support ACSIT programs.
- Maintained and troubleshoot network equipment utilized by students in ACSIT programs, ensuring optimal performance.
- Administered cloud computing resources, enhancing accessibility and functionality for academic purposes.
- Executed the installation and configuration of network equipment, ensuring seamless integration within the lab environment.
- Mounted and secured all network devices in racks, adhering to best practices for equipment organization and safety.
- Implemented effective cable management practices, including labelling and organizing power connections to streamline operations.
- Conducted power-up tests and validated network connectivity for all deployed devices, ensuring reliable access for users.
- Collaborated with faculty and staff to resolve hardware and software issues promptly, providing exceptional technical support.
- Documented network configurations and procedures, contributing to a comprehensive knowledge base for future reference and training.
- Participated in evaluating and integrating new technologies, continuously improving lab capabilities and resources.

### **NETWORK AND TECHNICAL SUPPORT ENGINEER**, Lupin LTD, Vadodara, GJ

**June 2019 - Oct 2023**

- Administered local area network of 350+ traders, tracking and renewing software licenses; troubleshoot network disturbances for customer service executives at 100+ back offices, preventing two potential network failures.
- Analyzed systems configuration to fulfill user technological needs; delivered service related to server administration networks, applications programming, and hardware support for a 5-week project.
- Provided technical engineering services to support integrated security systems and solutions; managed information-related risks; backed up network files for 35 months and implemented technology-related directives.
- Set up, repaired, and configured computer hardware and software for networks, PCs, projectors, printers, and other peripherals and Collaborated with IT departments for issue resolution.
- Provided technical support to clients and customers, increasing customer satisfaction by 20%.
- Analyzed user requests/incidents, providing solutions or escalating to second and third-level support.
- Installed and updated Windows OS on staff and student PCs and laptops.
- Successfully set up and upgraded new client sites with AV equipment (Projector, PC, Printer).
- Conducted regular network performance assessments and security audits.
- Developed and maintained comprehensive documentation for network configurations and procedures, improving team efficiency.
- Trained junior staff on troubleshooting techniques and best practices for network maintenance, fostering a collaborative learning environment.
- Implemented network monitoring tools to proactively identify issues, resulting in a 15% reduction in downtime.

- Engineered new desktop app for users, testing and debugging backend codes for four projects, applying MySQL and C#; collaborated with Database Developer, suggesting APIs for back-end code processing.
- Developed websites, designed visual content for computers and mobile devices, and building codes to improve level functionality by 15%.
- Created website layouts and user interfaces with HTML and CSS, conducted tests, collected and analyzed data and results, and identified trends and insights to achieve maximum ROI in paid search campaigns.
- Generated the concept, design, and production of innovative, high-quality print and digital artwork, including logos, advertisements, and brochures.
- Optimized website performance by implementing best practices for site speed, mobile responsiveness, and accessibility, resulting in a 20% increase in user engagement.
- Conducted keyword research and developed content strategies that boosted organic search rankings, leading to a 30% increase in website traffic.
- Designed and executed A/B testing experiments to improve conversion rates, analyzing user behaviours and making data-driven website design and functionality adjustments.
- Created and managed social media graphics and campaigns, increasing brand visibility and user interaction on platforms such as Instagram, Facebook, and Twitter by 25%.
- Project Work Example: <https://nationalrexine.in>

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## EDUCATION

**Post-Graduation Certification Program**, Conestoga College, ON  
Applied network infrastructure and system administration (**3.81 GPA**)

**January 2024 - Present**

**Bachelor of Engineering**, Gujarat Technological University, GJ  
Information Technology (**6.84 CGPA**)

**June 2012 - June 2016**

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## OTHER EXPERIENCE

**PREP COOK**, Tim Hortons® Foundation Camps, Brant, ON

**Sep 2024 – Dec 2024**

- Support the smooth operation of the kitchen by assisting in meal preparation, service, and cleanup, reporting to the Food Service Manager.
- Enhance the experience of campers and guests by providing high-quality and nutritious meals, including preparing salads and fruit platters and ensuring attractive presentation.
- Wash, peel, and cut vegetables, and stock the kitchen as requested, maintaining an organized work area.
- Assist in receiving deliveries, ensuring all supplies are checked for quality, labelled, stored, and rotated properly following the FIFO method.
- Serve meals in various styles (family-style, cafeteria-style, or to-go) and assist with the meal service in the back and front of the house.
- Clean and sanitize dining tables, dishes, glasses, cutlery, pots, and pans, adhering to health and safety, sanitation, and "Serve Safe" standards.
- Identify, address, and report hazards to the Food Service Manager, ensuring a safe kitchen environment.
- Take waste out to the dumpster and manage waste disposal effectively.
- Proactively interact with campers and guests to enhance their experience and create a welcoming environment.
- Contribute to a supportive and positive work atmosphere by modelling inclusiveness, dependability, and teamwork.



**CONESTOGA**

Connect Life and Learning

**Letter of Recommendation for Harshul Hareshkumar Shukla**

June 1, 2024

To whom it may concern,

I am writing this recommendation letter for Harshul Hareshkumar Shukla whose aptitude for learning and commitment to excellence has been distinctive. As his professor at Conestoga College, I have had the pleasure of teaching and supporting him through his academic journey at Conestoga College. During this time, I have been impressed by his character and intellectual abilities.

Harshul has a strong moral compass and is consistently known for his integrity, responsibility and ethical conduct in all his pursuits. His ability to work collaboratively with his peers and maintain a respectful and inclusive attitude makes him a highly valuable member of any team.

Harshul has demonstrated himself as a hardworking and curious learner, academically. His proficiency in comprehending intricate concepts and implementing them in practical situations is remarkable. He consistently outperforms in challenging coursework, displaying perseverance and devotion to scholarship that is critical for succeeding in graduate studies.

Given Harshul's ability to manage program demands, projects, and other responsibilities, I am confident that he will make a significant contribution to your organization. Therefore, I highly recommend him as a valuable candidate for your organization.

Please feel free to contact me if you require any further information.

Warm regards,

**Ayo Saba**

**Professor, School of Applied Computer Science and Information Technology**

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