

# JAYDUTT PATEL

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*A motivated and enthusiastic network troubleshooter with a proven track record of managing and maintaining complex computer network systems. Skilled in network troubleshooting, operating systems, security protocols, and deployment of advanced networking technologies. Seeking an opportunity to apply and expand my skills in a challenging and dynamic work environment.*

## WORK EXPERIENCE

### TECHNICAL SUPPORT SPECIALIST

*Ravi Tractor, India*

*Nov 2020 - Jun 2021*

- Assisted clients with general support for hardware, peripherals, network connections, and external software.
- Provide excellent customer service while resolving technical issues.
- Phone & Email Technical Support
- Received 97% satisfaction rating from customers after completed phone or video call.
- Effectively managed approximately 100 incoming calls daily.

### Security Concierge

*Regal Security*

*Sept.2021 - Present*

- Managed security operations for a high-end residential community, consistently maintaining a safe and secure environment through routine patrols and thorough incident reporting covering every necessary detail.
- Developed and implemented emergency protocols, including regular staff training and evacuation drills, resulting in increased resident safety, and decreased response times in emergency situations.
- Maintained accurate records of all security incidents, accidents, and safety hazards, and communicated regularly with property management to provide up-to-date security reports and recommendations for improvement.

### Peer Tutor

*Centennial College*

*Nov.2022 - Present*

- Delivering one-on-one and group tutoring in the fields of computer networking and mathematics to undergraduate students
- Assisted students in refining their study abilities, getting better results, and better understanding of the course material.
- Adapted teaching strategies to accommodate each student's unique learning preferences and speed.
- Identified areas of difficulty with tutee and offered extra resources to assist them in overcoming these.
- Tracked and observed student development to make sure that learning goals were being accomplished.

## ACADEMIC or PERSONAL PROJECTS

### NETWORK DESIGN & IMPLEMENTATION

*Centennial College*

- Design network for the four offices of the MV. limited corporation, which are in Toronto, Vancouver, Edmonton, and Montreal. The main goal is to launch with little investment and gradually build the client firm.
- OSPF (Open Shortest Path First) is a routing protocol used in the architecture of the network.
- DHCP failover and failover clustering are designed to be used by two servers from each kind that perform load-balancing.
- On the ports of the routers and switches, implement security measures. firewall access point and server room
- Set up DHCP on servers to prevent IP conflicts, allowing clients to lease IP addresses from the DHCP server, which oversees a pool of IP addresses, when they join the network.
- Install a webserver for the customer website at the primary location, which also hosts the business website. And an FTP server with all the data was set up for file storage and transfer.

### DESIGN PBX (PRIVATE BRANCH EXCHANGE) NETWORK

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- Developed a traditional PBX system based on the requirements of the company (Project) and the number of employees, which did not necessitate high-speed internet or special hardware.
- created extensions for each employee with personalized caller ID, voicemail, and call forwarding options.
- Test the system to make sure everything is functioning as it should by dialing test calls to each extension, listening to voicemail, and testing more sophisticated capabilities like call routing and conference calling.

### FORENSIC INVESTIGATION FOR HARD DRIVE

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- Without conducting an investigation beforehand, we created an image file of the drive using FTK imager and stored it to protect the integrity of the evidence.
- Using those image files, extract all the data and files from the hard drive with their hash values and other information, such as when it was created, when it was edited, how big the file is, and many other things.
- Upload the image to FTK imager and attempt to explore hidden and deleted files on the hard drive. And result in finding 5 hidden files and 2 deleted files.
- Examine hidden and deleted file information, including hash value, creation and modification dates, and other details.
- Discover evidence from two deleted files that the suspect erased on the day of the occurrence.

## EDUCATION & TRAINING

### Computer Systems Technology-Networking

*Centennial College*

*April 2024*

- Routing and Switching
- Introduction to Wireless technology and telephony
- Computer Forensics
- Sys Admin responsibilities for operating systems

## SKILLS & HIGHLIGHTS OF QUALIFICATIONS

<b>Operating systems:</b>	Windows, Unix, Linux, Kali Linux
<b>Networking skills:</b>	Network protocols, Topologies, Network Security, Firewall management, Telephone Networks, encryption and decryption, Cloud computing, virtualization, Wireless Network troubleshooting and Network Architecture
<b>Other Skills:</b>	Project Management, Database Management
<b>Languages:</b>	Intermediate level: Python, HTML, C++, CSS
<b>Mathematical concepts:</b>	Statistics, Probability
<b>Software Tools:</b>	Cisco Packet Tracer, Wireshark, FTK imager, Directory Snoop, VMware Workstation, Visual Studio Code
<b>Documentation:</b>	All basic Microsoft tools like Word, Excel