

Zeel Patel

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SUMMARY

Soon-to-be graduate in Computer Engineering Technology (Advance DEC - Bachelors) along with 5+ years' experience of Industrial work and Co-op/Intern – Hands-on Practice of Research, Administration – Admin site, Cloud Computing and solution practices, Financial System Management, Technical analysis – IT service. Excellent Knowledge in department of Student affairs and Administrative Department at Sheridan College include Data Analysis and Management, SharePoint Stats and Reports, Client Service, IT Support & Communications, Administration Operations – Emails, Security back-ups, front-end troubleshooting, and Cloud architecture implementations.

BACKGROUND HIGHLIGHTS

- Good Understanding of project management fundamentals and software support and handling.
- Academic Cloud computing project: building and operating systems for a rapid growing Saas, Amazon Machine Image (AMI), Instances connections. Supporting operation team to develop lifecycle of platform design, deployment, installation and general cloud infrastructure
- Monitoring, Installation and configuring computer hardware, operating system and applications
- Leadership and Operations: Customer service-oriented, Exceptional verbal and written communication skills, software training and implementation, efficient multi-tasker, staff training/development.
- Proven familiarity in Student Affairs and Administration department, and data manipulation/stats management (SharePoint, Peoplesoft, Sheridan College portals – SIS, SLATE, Access Sheridan, MyOTR, Central Sheridan).
- Leadership experience and teamwork practices among technical projects and assignments.
- Experience of Teamwork ethics in planning, leading and administer technology projects.
- Create and develop effective learning techniques include eLearning, webinars for international groups, webpage management and troubleshooting of Institutional software.
- Manages required documentations and filling process include internal staff checklists, verifications, opening requests, daily reports, plan guidelines, ordering and billing statements, quotation and templates, invoices of purchase.
- Manages inventory – distribution centre, supply chain collaboration and data/stock management of organisation.

TECHNICAL SKILLS

Programming Languages: Java, C, C++, HTML, Machine Language, Robotics (FUNUC), Assembly languages – 6801,6800.

Operating System: Windows 7/8/10, Linux/Unix, XP, IOS/MAC.

Databases: MySQL, Mongo DB, Oracle, PL/SQL server, Microsoft SQL.

Software: Net Beans, IntelliJ Idea community, Visual Studio, MS Office, Talend, Quartus, Wireshark, Power BI, Venngage, GitHub, MS Office Suit, Adobe Photoshop.

Networking: Routing Protocol, TCP/IP layers and fundamentals, Wireshark – Networking Configuration, Cisco Packet tracer.

EDUCATION & QUALIFICATION

Computer Engineering Technology Co-op | SHERIDAN COLLEGE

Sept 2019 to Dec 2022

Advanced DEC - Bachelors | 3.73/4.00 GPA

PROGAMMING COURSE & COMPETENCIES

Datapost Academy and Training centre

2018 - 2019

- C language concept | **2 Mos**
- Object oriented programming Java Fundamentals | **3 Mos**
- Cloud Networking and Security operations Training | **3 Mos**
- MCSA, AZ-900, AZ-500, AI-900 – Microsoft certification training – **Full Course (4 Mos)**
- Information Technology Infrastructure (ITIL) Training | **4 Mos**
- Project Management and Implementation | **2 Mos**

Online LinkedIn Learning and Microsoft Learning Completion Certificates

2021

- Microsoft Project Management Foundation, Microsoft Azure fundamentals, IT Service Management, Web Design Development, HTML, Data Visualizing and Analysis Data, Power BI.

WORK EXPERIENCE

SHERIDAN COLLEGE | Brampton, ON
Department of LWF Learning and Research

LW Research Facilitate - Coordinator
Jan 2022 – Present

- Responsible for research related to development, implementation, emerging concepts, and techniques in LearnWell Program – Integrated Learning Environment.
- Test, Debug and Troubleshoot SLATE Software for better student prospective.
- Participate in teamwork, meetings, group facilitation and communication with faculty departments under the supervision of manager and senior management.
- Monitoring Virtual Communities and Assisting with gathering and analysis of all data associated within surveys, handouts of Leaders, documentations, and other Well Series initiatives.

SHERIDAN COLLEGE | Brampton, ON
LWF - Faculty of Applied Science & Technology

Well Series Program - Project Lead
(2nd Co-op) | August 2021 – Dec 2021

- Data analysis of core stats carried out in Virtual Community (VC) of SLATE web page and Learning management systems.
- Faculty templates, banners such as tutors profile creations and informative posters using Infographic software.
- Experience with policies and procedures of student administration. Team Leader with experience of analytical project handling, interpersonal and coaching and advise to student (Student affairs).
- Managing Faculty of Applied Science Tech. (FAST) with 3000+ students, Student enrolment process, program development.
- Faculty program design and learning outcome development.

SHERIDAN COLLEGE | Oakville, ON
Department of Integrated Learning Service

Virtual Community Program Administrative
(1st co-op) | September 2020 – April 2021

- Strong engagement with manager of Learn well series program for program coordination, department meetings and collaborations.
- Managed workshops and managed other VCs' day-to-day announcements, event postings, and student staff updates.
- Managed drop-in support sessions, being organized, and prioritizing effective employer relation.
- Experienced deadline handling and responsibilities to work on several Q&A sessions carried out among students.
- Managed Sessions Report and Daily stats collection (SharePoint, Venngage, Canva, Power BI, PeopleSoft).
- Maintained understanding of Academic programs and new student enrolments via Sheridan Portal, Student Information System (SIS).
- Superior knowledge of student information sites (SSU, SLATE, Access Sheridan, Peoplesoft, MYOTR etc.)
- Administrative support to student, faculty, service staff and career and central IT department, campus monitoring and Client relation

AUM ENTERPRISE & DIAGNOSTIC LTD.
| Mehsana, India
Accounting/Finance Management Unit

Office Administrator / Manager operations
Mar 2018 – July 2019

- Supported needs and file requirements of senior management.
- Monitoring GST Details and credit summary and updates on salesperson targets and understanding of account policies.
- Managed weekly updates of office expenses, bills, manual statements, and other duties assigned.
- Communicated calls including written, oral, or one-on-one and project management experience.
- Preparing invoice of products and its setup ID and Distributions, handled customer/Retailer demands in timely and professional manner.
- Manual Contracts and Trial Agreements for sales vendors and company.
- Followed client engagement procedure for further connections and ability to invite new prospective of end user satisfaction.
- Prepared invoices on products, statuses and purchased inventory among company employees and connected agencies.

FROID INC. | Ahmedabad, India
Information technology Division

Tire1 Administrative – IT support Service
Jan 2017 – Mar 2018

- Front line technical support to IT service owners and customer assistant. Gathering customer information and determine the issues related to technical or non-technical problems.
- Testing and configuring IT procedures, maintenance, tools, application navigation and allocation of relevant team.
- Strong ability to monitor high-level tech and how-to-questions.
- Familiarity of resolving issues such as troubleshooting, site crash, password reset, login issues and desk support activities.
- Experience of learning new technologies in short span and implement independently.
- Trend analysis and learning new strategies to come up with efficient end user satisfaction.

HANDS-ON PROJECTS

Data Analysis & Technical Session Stats

Sheridan College | 2021

- Worked on Administration portal (Tutor Ocean) for stats collection related to attendance, appointments of tutors, scheduling timelines, profile revisions and processing, host invites and approvals.
- Worked on SharePoint (IIS) tutoring portal for session reports and survey updates, Staff/Student tutoring information, understanding of Undergraduate and Post-graduate programs' criteria and policies.
- **Technical Skills – File Management (SharePoint), Research analysis, IT support and maintenance, Database Operations, Management/Staff Supervision, Student Information System, Microsoft office suite.**

Event Coordination and Banner/Poster Creation

Sheridan College | 2021

- Created program banners and tutors' profile links to virtual communication web page (SLATE).
- Prepared banners for faculty programs, hosted events/games under Library & Learning Services team.
- Created and posted announcements on SLATE Web Page for various faculties.
- **Technical Skills – Learning Management System, System Administration, Software Product handling, Microsoft Suit of products, Group Facilitation, Client Engagement, Career education and development, HTML & CSS, Web Development.**

Learn Well Program Senior PAL Lead (MEET Faculty Tutor)

Sheridan College | 2020

- Worked as a tutor/support staff for Faculty of Applied Science and Technology Professor – MEET tutors.
- Acted as direct contact with students in a fast-paced environment and attended to students' needs and course study approach.
- **Technical Skills – Student Advising, Graduation Policies and procedure, Communication and Customer Service, Organisational and Time Management.**

Web Site Development and MS Project Plan Using Project Management

FROID INC. | 2017

- Worked as a lead to demonstrate web development project at FROID LTD. Operations such as Plan info, Setting up resources, Tasks, and objectives.
- Collected Feedbacks and rework or updates with dates, durations of work, linkage in network and client, resources reallocations and soon.
- Operated Project tracking database and its security. Close engagement with cloud architectures and big data engineers.
- Experience of demonstrating project Scope, Cost and Schedule management phases and its outcomes.
- **Technical Skills: Project Management Practice, Database implementations, Network and security, Agile Methodology, Business cost accounting.**

Sales and Financial System Project Lead – Tally Enterprise

AUM Enterprise | 2018

- Operated Tally Enterprise software – Business accounting and finance ordering/billing platform. Responsible for keeping record of orders generated by organization. Close engagement with supply chain department and logistics.
- Daily activities include preparing invoices of products, setup ids and Distributions, purchase activities or requisitions.
- Experience of processing manual contracts and trial agreements for sales vendors and company persons and suppliers.
- Approval of Quotations and purchase order (POs) of materials via financial system PeopleSoft or Tally ERP statistics.
- **Technical Skills: Tally ERP, Supply Chain management, Sales representative, Marketing strategies, Peoplesoft Fundamentals.**

REFERENCES

Peers, Supervisor, Manager references available upon request. Sheridan College's Co-op transcript and Co-op experience letter will be available.

Practice/Work/Academic	Experience (Years)
Financial System software/Enterprise	2
Sheridan College (Educational Setting) – Student Affairs and Integrated Learning department, Support Staff/Administrative Admin Department	3
Project management and Fundamentals	1
Data Analysis and Stats Management	3
Cloud architecture practices and training	1
Technical support – IT tire 1 Front-line Service	2
SharePoint and IIs Platform data Collection	3
MySQL, JSON, SQL database	1
Assembly Languages 6801,8086 microprocessor	2
Sheridan College (Educational Setting) – Research and Student Career Advisor	2
Sales associate/representative	2
Networking and Security operations	1
Banners, Poster creation – Infographic Software	3
Other Products: MS Word, Excel, Visio, Teams, Power Point and MS Project (PMP).	5
Cloud Fundamentals - Projection, Governing, Setup, Security, Storage Concept of Iaas, Saas and Paas developments	2
Sheridan College (Educational Setting) – Program Development and Implementation	2