

PATRICK NGENZI

IT SYSTEM SPECIALIST 📍 NORTH BAY - ON ☎ 6477837018

◦ DETAILS ◦

North Bay - ON
6477837018
ngenzipack@gmail.com

Driving license
G & Own Vehicle

◦ LINKS ◦

[LinkedIn](#)
[Github](#)

◦ SKILLS ◦

Hardware Troubleshooting
Problem Solving
Active Directory
Palo Alto Firewall
Fortinet Firewall
Aerohive Networks
LAN & WAN
Microsoft 365
PowerShell
Cisco Networking
Microsoft Azure
Solarwinds
MySQL
Python
HTML & CSS
Cisco Meraki
JavaScript
Webex VOIP
IoT

👤 PROFILE

Experienced IT professional with 5+ years in service desk, network, and system administration. Proficient in Cisco, Fortinet firewalls, and Solar Winds Service Desk. Committed to driving organizational excellence through process optimization and top-tier technical support.

🏢 EMPLOYMENT HISTORY

Intermediate IT System Support at Near North District School Board, North Bay

November 2023 — Present

- Managed security measures through Solar Winds and ESET Console deployment, mitigating Cybersecurity threats.
- Maintained and resolved issues with Printers, IP Phones, and network servers, employing advanced diagnostics to minimize downtime and improve operations.
- Provided comprehensive on-site and remote support for hardware and services, promptly resolving issues to minimize disruptions and achieve a 45% decrease in repeated incidents.
- Implemented and maintained IT systems, ensuring redundancy and optimal performance, reducing downtime by 30%
- Engaged in vendor user group activities, fostering strong relationships and staying informed about latest industry trends and solutions

Personal Support worker at South Bridge care homes Chesley - ON

September 2022 — July 2023

- Provided companionship and emotional support to resident, helping them to remain positive and motivated
- Assisted resident in their daily activities and helped them maintain their independence
- Reported any changes in resident condition to supervisor and other medical personnel
- Assisted resident with mobility and transfers to ensure their safety and comfort

Field Service Technician at Bell, Hamilton

January 2022 — August 2022

- Diagnosed and repaired complex technical problems in the field, resulting in a 27% reduction in customer service calls
- Developed customer service scripts to ensure consistent customer service across all customer service channels
- Exceeded customer service expectations by providing friendly and courteous service to all guests
- Led the implementation of a network documentation and knowledge sharing initiative, enhancing team efficiency and reducing errors by 15%.

Technical Sales Representative at SP Data Digital, Hamilton

February 2020 — January 2022

- Resolved 95% of Tier I & II technical issues within a 20-minute response time, exceeding company benchmarks for efficiency and customer satisfaction.
- Developed relationships with client's complex needs through proactive consultation and technical solutions, resulting in 25% increase in customer loyalty and 30% increase in sales.
- Trained new employees on branch procedures and customer service best practices, resulting in a 36% reduction in onboarding time



EDUCATION

Computer Engineering, Mohawk College,

Relevant Courses: Advanced Networks, Advanced Server, Web Applications, Network Fundamentals, Computer Systems, PLC, Project Management



RELEVANT CERTIFICATE

Microsoft Windows Defender and Firewall by IBM - Google Cybersecurity Certificate
- CompTIA Security + (Pursuing)