

## Shriji Shah

**University Residence:** 44 Charles Street West, Suite 2905, Toronto, Ontario, Canada

**Contact Details:**

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Dear Hiring Manager,

Throughout my career, I have contributed to positive business results through effective organization, prioritization, and follow-through of key organizational projects. My strengths and qualifications are an ideal match for the job requirements and will bring immediate value to the company.

In my former Government of the Northwest Territories, Technology Service Center role, I exercised a calculated and methodical approach to problem-solving different technological issues, ranging from VoIP phone repairs to remote client IT Support. While I am independently motivated, I appreciate collective efforts and collaborate productively within group settings. Moreover, I have a lot of experience with ticketing system, performing on-site repairs and diagnosis, and basic help desk workflows.

This opportunity is especially exciting as my professional goals align with the company's mission and values. Further, my critical thinking, customer service and communication abilities will serve to support your continued organizational efforts.

You may notice a gap in my employment while reviewing my resume. During COVID-19, my usual summer job was put on hold, and as such I would like to branch out to my experience. The time that I was able to commit to my education has been invaluable to my professional growth, and I am eager to re-enter the professional sphere and apply my newfound qualifications and knowledge to the job.

To illustrate the scope of my career history and professional competencies, please take a moment to review my enclosed resume. I am grateful for your evaluation of my credentials and subsequent response.

Sincerely,

Shriji Shah

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I T P r o f e s s i o n a l S t u d e n t

P e r s o n a l W e b s i t e : [s h r i j i s h a h . c o m](http://shrijishah.com)



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<https://github.com/OzymandiasThe2>

## E D U C A T I O N

Bachelor of Information Technology

University of Ontario Institute of Technology

2019 – Current

## P R O G R A M M I N G

7 / 10

JavaScript

8 / 10

CSS

9 / 10

HTML

10 / 10

Python

6 / 10

C++

## S K I L L S

- Detail-oriented
- Amazon Web Services (AWS) Integration
- Technical documents comprehension
- Technical issues analysis
- Microsoft Office Suite

## A B O U T M E

*Enthusiastic student eager to contribute to team success through hard work, attention to detail and excellent organizational skills.*

Motivated to learn, grow, and excel in the field of security. Background includes ticketing and client services work focused on experiencing real-world environments and building IT career. Driven and highly organized worker bringing communication skills and strong attention to detail. Dedicated and eager to grow security abilities while boosting operational success.

## E X P E R I E N C E

### VoIP Telecommunications Officer (Returning Summer Student)

*Government of the Northwest Territories / Yellowknife / Summers of 2018 & 2019*

Performed Service Desk support, handling internal client calls and emails as the primary coordinator with the end user from initial contact through eventual resolution, including remote support for clients in satellite offices and remote workers.

- Offered friendly and efficient service to all customers, handled challenging situations with ease.
- Completed the rollout and evergreening of the government's Mobile Device Management (MDM) program to ensure compliance with relevant regulations.
- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Performed a varied amount of ticketing and help desk support to both in-person and remote clients.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Demonstrated respect, friendliness, and willingness to help wherever needed.

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GitHub: <https://github.com/OzymandiasThe2>  
Personal Website: [shrijishah.com/](http://shrijishah.com/)

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I am attaching my resume for your kind consideration. I am currently enrolled for winter semester with University of Ontario Institute of Technology (OntarioTechU), pursuing a Bachelor of Networking & IT Security (HONS).

## OBJECTIVE

To obtain a suitable work opportunity where I could gain valuable experience to enhance my Networking & IT Security education, knowledge, experience, analytical and technical skills and better employment prospects upon graduation.

## PROFESSIONAL Qualities

- Strong problem-solving skills while working under pressure and under tight deadlines
- Strong verbal and written communication skills
- Capable of working in cross-culture environment

## VOLUNTEER EXPERIENCE

### Sound Technician at Sir John Franklin High School

2013 - 2017

- Participated with drama production department at Sir John Franklin High School from 2013 - 2017.
- Involved in musical plays such as Xanadu, Peter Pan, Addams Family, Flat Stanley, High School Musical, and ELF.
- Responsible for operating the sound effects and music for all the shows and musical plays.
- Supervised as a microphone operator to adjust the volume of the actors/cast on stage.
- Worked as a microphone operator to adjust the volume of the actors/cast on stage
- Trained other junior students for the sound technician duties and responsibilities.
- Operated with professional groups like the Yellowknife theater group Ptarmigan where I successfully handled my duties in a professional environment.

## PROFESSIONAL QUALIFICATIONS

- Bachelor of Networking & IT Security, University of Ontario Institute of Technology 2017 – Present
- Worked as a summer student in the TSC for the past two summers 2018 – 2019
  - Tasked with:
    - Making technical documentation developed from research and testing.
    - Contacting clients for setting up meetings
    - Issuing out mobile handheld devices (iPhones, Samsungs, and BlackBerrys) to clients.
    - Going through a disposal process for old mobile devices
    - Repairing, issuing and or replacing government VoIP landlines.
    - Giving out help to clients on how to operate mobile devices either through email, or through phone
    - Installing, operating, and testing BlackBerry Client and all mobile applications part of it.
    - Installing Apple MDM software on Apple devices and DEPing them
    - Recorded and managed data entries in a ticketing system.
- Completed Engineering Academy Guided Experience (EngAGE) program from Queen's Summer Engineering Academy, Queen's University, Kingston, ON July 2016
- Completed High School from Sir John Franklin High School, Yellowknife 2013 – 2017
- Volunteered as a sound technician at my high school in Yellowknife for four years 2013 – 2017
- Built my own computer from scratch in Grade 11
- Built a working 3D rendered and printed model of a car
- Programmed and used the Raspberry Pi computing device

## COURSEWORK

- **Business Communications**  
Department of Business • Skill: Documentation  
Acquired the ability to proficiently write technical documents
- **Management of the Enterprise**  
Department of Business • Skill: Budgeting and Money Management  
Was able to learn how to budget for school textbooks, supplies, and food
- **Intro to Networking I**  
Department of INFR • Skill: Problem Solving  
Learned how critically analyzed networks to troubleshoot issues

## EXTRA-CIRRICULAR ACTIVITIES

- |   |                |
|---|----------------|
| • Attending Gym, Baseball at OntarioTechU, Oshawa               | 2017 - Present |
| • Holocaust study tour to Germany, Czech Republic and Poland    | 2017           |
| • Participated in High School funding activity, Yellowknife, NT | 2016 - 2017    |
| • Hockey Intramurals, Yellowknife, NT                           | 2016 - 2017    |
| • Royal Canadian Air Cadets, Yellowknife, NT                    | 2013 – 2014    |

## GENERAL SKILLS

- Proficiency in the knowledge of Windows XP through 10 & MAC operating systems
- Working knowledge of Microsoft Office suite of software products
- PC Hardware and network troubleshooting skills
- Authored appropriate documentation and procedures relating to equipment operations, software changes, maintenance and problems encountered, with periodic review to ensure they are current.
- Experienced working in a help desk environment, help desk technician, providing internal technical support to employees.
- Interacted with hardware and software vendors on an ongoing basis for repair and problem resolution.
- Intermediate experience with building, reconfiguring, maintaining, and repairing windows/Apple systems (desktops and laptops) for employee use.
- Performed moves/lifting/adds/changes to equipment (computer hardware and cables).
- Provide technical support and customer service via live chat, walkup station, email, phone and onsite.
- Passion for technology and working with customers.
- Ability to work independently with minimal supervision and collaboratively with other.
- Confidence to manage executive relationships, both internally and with customers, to create business transformation.
- Excellent oral and written communication skills
- Ability to multi-task and handle multiple projects at a time.
- Good problem solving, mathematical skills and troubleshooting abilities.
- Strong customer service focus with a commitment to confidentiality, a high level of professionalism and time management skills

## PROFESSIONAL HIGHLIGHTS

Worked as a summer student for the Government of the Northwest Territories (GNWT) in summers of 2018 and 2019 as a VoIP Telecommunications Officer in the Technology Service Centre (TSC) department which consisted of a team of 7 other employees.

- Piloted the rollout and evergreening of the government's Mobile Device Management (MDM) program where I was issuing out hundreds of mobile handheld devices to internal clients and employees. Over 800 mobile handhelds have been given out so far.

- Oversaw the handling and retrieval of all previous mobile devices that the government needed to retire and dispose. Almost 1000 mobile devices have been retrieved, documented, and managed.
- Installed and troubleshooted issues regarding VoIP landlines for the entirety of the Yellowknife region.
- Performed Service Desk support, handling internal client calls and emails as the primary coordinator with the end user from initial contact through eventual resolution, including remote support for clients in satellite offices and remote workers.
- Performed software and hardware moves, adds, and changes, both proactively and reactively. Ensured technology and regulatory standards are implemented by maintaining records on repairs, downtime, changes, and updates.
- Provided excellent customer service to internal and external clients and communicated effectively with management, team leaders, and other team members within the department.
- Troubleshooted workstations, software, networks, and business systems along with various other IT support related projects
- As part of my experience with the TSC, I have many skills that I have learned such as:
  - Documentation
  - Equipment Repairing, Replacing, Servicing
  - Ticketing
  - Data Entry
  - Client Services
  - Adaptability
  - Communication
  - Microsoft Office
  - Able to work in large groups.