Pankil

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CERTIFICATIONS

- **Cisco Certified Network Associates (CCNA)** 🔗   Oct 2024
- **CompTIA A+ Certified** 🔗   Oct 2024
- The Linux Command Line 🔗 (*Udemy)*, **Google** IT Support Fundamentals 🔗 .

PROFESIONAL EXPERIENCE

Helpdesk Support Technician   Sept 2021 – Aug 2022
ACE Services   Kurukshetra, IN

- Delivered Tier-1/2 technical support, troubleshooting and resolving **90+ customer** (via phone, email and remote tools) issues weekly on network and system configurations, achieving **98% satisfaction rate**.
- Diagnosed, troubleshot, and repaired a variety of electronic devices, including the installation, maintenance, and configuration of operating systems (Windows, macOS, Linux).
- Implemented and maintained network security protocols (e.g., firewalls, antivirus) ensuring 100% data integrity.
- Configured and tested LAN/WAN infrastructure, including Cisco routers, switches, firewalls, and wireless LAN (WLAN) networks, ensuring reliable connectivity and network optimization.
- Demonstrated and provided technical support for new products, including laptops, custom PCs, RAM, and headphones, conducting 20+ product demos to improve customer adoption rates.

Helpdesk Security Guard   Nov 2022 – Present
GardaWorld   Ottawa, CA

- Managed access control, key fob setting for residents and provided security escort based on site-specific needs.
- Demonstrated strong adaptability by transitioning between multiple sites as requested by the company, quickly adjusting to new environments and operational needs.

Customer Service | Team Member   Sept 2022 – Sept 2023
Tim Hortons   Ottawa, CA

SKILLS

- **Languages:** JavaScript, Java, Python, MySQL, Kotlin, HTML5/CSS3/webpack/JSON, Linux bash.
- **Software:** Git, CISCO Packet Tracer, Jira, Visual Studio, Eclipse, PyCharm, RapidMiner, Oracle, SQL server, Unix, Microsoft Office (word, Excel), SharePoint, troubleshooting software issues, VMWare.
- **Networking:** Proficient in Layer 1, 2, and 3 networking protocols and test equipment (e.g., Wireshark). Routing and switching (CCNA level system configuration), LAN/WAN, TCP/IP, VPN, VLAN, DHCP, DNS and subnetting.
- In-depth knowledge of IP/MPLS protocols (LDP, RSVP, OSPF, BGP, IS-IS, VLL, VPLS, VPRN, IP tunnels) and SONET/SDH/Legacy protocols testing.
- **Security:** In-depth knowledge of network security, including firewalls, antivirus software, and establishing secure network protocols. Awareness of cybersecurity practices and data protection policies.
- **Frameworks:** ReactJS, Node.js, Django JUnit, Unit Testing, Bootstrap.
- Strong knowledge of SaaS solutions, cloud computing, macOS, iOS, Windows, and Android operating systems, as well as hardware components including SSDs, HDDs, RAM, CPUs, and GPUs.
- **Soft-Skills:** Excellent customer service skills including Strong English language communication, Motivated self-starter with excellent time management, attention to detail, active Listening, problem-solving, Agile methodologies, and teamwork abilities, combined with a positive and adaptable attitude.

EDUCATION

Bachelor's in Computer Science | *BITS Pilani* 🔗   2024-Current, IN
Computer Programming | *Algonquin College* 🔗   2024 Ottawa, CA
- Coursework Includes: Java, Object Oriented Programming, Design Patterns, Python, Project Management, Web Development, Database Systems, IP Routing Protocols, and Networking Fundamentals.

PROJECTS

Campscape 🔗 **|** Node.js, Express, JavaScript, MongoDB, Bootstrap   May 2024
- Developed a **MERN-stack** platform for camping area exploration with secure user authentication, optimizing API calls by **99%** for efficient resource management.
- Integrated interactive maps and user reviews to enhance the user experience and engagement.
- Optimized efficiency by 99% through the implementation of **REST API** patterns and Express routers, while adhering to industry-standard design patterns for code organization and scalability.

Food Waste Management Platform 🔗 **|** Java, Servlets, JSP, MySQL, Apache, Tomcat   Apr 2024
- Developed a comprehensive platform aimed at reducing food wastage by **facilitating collaboration** among consumers, retailers, and charitable organizations, , improving community involvement by 35%.
- Implemented Java design patterns such as **MVC model**, DAO patterns, and abstract factory to ensure scalability and maintainability.
- Enhancing security measures against vulnerabilities like **SQL injection** to ensure data integrity and user privacy.

RecipeFinder 🔗 **|** Kotlin, SQLite, Android Studio   Mar 2024
- Led a 4-member team to develop an Android-based mobile application enabling users to browse and save recipes to favorites, utilizing SQLite database for storage.
- Implemented Volley for efficient **API data retrieval**, ensuring swift access to recipe details within the application, empowered users with the ability to discover **10k+ recipes**.

ACHIEVEMENTS

Handball Nationals
- Secured a position in U-17 SGFI Tournament. | INDIA's *National Tournament for Handball.*
- National **Gold Medal** in Vidya Bharti School Organisation.

JEE-Mains 2021 | Achieved All India **Rank 7784** among 1.4 million candidates in the country appearing for Joint Entrance Exam Mains.