JAYKUMAR PATEL
5209 Jim Cairns blvd,
Regina,SK.
306-351-4579
jayp78281@gmail.com

Career Objective

Motivated Computer Science undergraduate with hands-on experience in system monitoring, cybersecurity, and technical support. Eager to apply skills in infrastructure, scripting, troubleshooting, and IT service management within BMO's mission-critical environment. Strong interest in operational reliability, automation, and incident response in enterprise systems

Projects

[Hosting own Website](#)   Mar 2025 - Present

- Designed and launched a portfolio website using HTML, CSS, and JavaScript.
- Hosted the project using GitHub Pages, showcasing ability to manage deployment, uptime, and usability.

Relevant Skills and Experience

Technical & Soft skills

- Programming skills in **SQL** for querying and manipulating relational databases
- Triaged and responded to technical alerts using monitoring tools (e.g., Splunk, Azure Sentinel).
- Familiar with concepts of ITIL, service desks, infrastructure deployment, and incident report.
- **Monitoring & Support**: Experience with SIEM/SOAR alerts, Splunk, Azure, and Microsoft Security tools.
- **Scripting & Automation**: Proficient in Python, PowerShell, and Jupyter Notebooks for operational efficiency.Also, running automation and debugging simpler code blocks in python languages.
- **Data Handling**: SQL (queries, joins, aggregations), data analysis for trend detection and reporting.
- **Cybersecurity**: Identifying vulnerabilities, analyzing logs, applying mitigations, and secure programming practices, which represents strong problem-solving skills.

- **Soft Skills**: Excellent communicator in verbal conversation , problem-solver, and team collaborator with leadership experience in mentoring.Working capabilities of working independently.

Work Experience

Shoppers Drug Mart   [08/2023-Present]
Regina,SK
Cashier , Merchandiser & Post Office Clerk

- Delivered exceptional customer support by assisting 100+ clients per shift across retail and postal operations.
- Mentored new hires on cash handling, increasing accuracy and efficiency.
- Applied problem-solving to optimize shelf displays, improving sales performance according to market conditions.
- Ensured secure and timely mail processing, contributing to operational reliability.
- Collaborated with cross-functional teams to meet performance targets and adapt quickly to shifting priorities.

SUMMARY

To work in a professional organization where I can grow both personally and professionally.

Certificates

Tools of Trade: Linux and SQL – Coursera

Network and Network Security – Coursera

Crash Course on Python – Coursera

Education

University of Regina ,Regina, SK

Bachelor of Science in Computer Science, Concentration in Business Administration