

Pratham Goyal

prathamgoyal.me
goyalp09@pm.me | +1 250.879.3123

EDUCATION

THOMPSON RIVERS UNIVERSITY

DIPLOMA IN COMPUTER SCIENCE
Grad. Sept 2022 | Kamloops, BC

RUKHMANI DEVI SR. SECONDARY COLLEGIATE

Grad. May 2017 | Patiala, India

LINKS

Github:// Pratham9
LinkedIn:// prathamgoyal
Twitter: // goyalperry

COURSEWORK

UNDERGRADUATE

Data Structures and Algorithms
Software Architecture & Design
Game Design & Development*
Advanced Web Design & Programming*
Mobile App Development*
Human-Computer Interaction
Database Systems
Career Management
(Teaching Asst *)

POST-GRADUATE

Complete C# Masterclass - Denis Panjuta
Solution Architect Learning Plan - AWS*
(In Progress *)

SKILLS

Expert:

C# • PowerShell • Active Directories
• ITSM Administration • N-able RMM •
Microsoft 365 • Googling

Confident:

Python • PHP • MySQL • JavaScript
• PowerApps • Server Manager

Familiar:

Sage • HCSS Apps • MS Project • Excede

EXPERIENCE

THE DAWSON GROUP

SYSTEMS ADMINISTRATOR | JAN 2022 - SEPT 2022 | KAMLOOPS, BC

- Boosted team productivity **saving 200 hours** a year via automation of IT onboards using FreshService features, **PowerShell**, and **Python**.
- Implemented a data manipulation pipeline and cleanup query using **Power Query saving 4 hours each week** for the Payroll team.
- Piloted an employee onboarding system which on implementation will be a better experience for support services and new employees, made Project Charter, **Documentation**, and got Stakeholder acceptance via Showcase of a **Technical Demo**.
- Conducted phishing simulation and set up **security awareness training** for vulnerable employees, leading to a decrease in phish-prone users by **85%**.

IT SUPPORT TECHNICIAN | SEPT 2021 - DEC 2021 | KAMLOOPS, BC

- Functioned as the first point of contact for users' technical problems as the primary onsite and **remote support technician** for a medium size organization.
- Administered ITSM/ticketing system, **Azure/Active Directories**, VoIP Console, Digital Signage, and managed Mobility Portal. Used to **resolve user problems** and enabled people across the organization to work better.
- Supported Information Technology operations within the organization by **providing service, maintaining, refurbishing, and building** PCs, workstations, and mobility devices.

TECHNICAL PROJECTS

EMPLOYEE ONBOARDING AUTOMATION

DESIGN & DEVELOPMENT LEAD | NOV 2021 - JULY 2022

Configured an automation such that when managers submit information for onboarding via ticketing system, the system validates information and wait for approval by IT Admin, after approval a user account is created automatically within 60 seconds and synced with AD.

Tools: PowerShell, Excel, FreshService Orchestration Features, Active Directory, Azure Active Directory, Windows Server 2019, Remote Desktop.

- Involved **PowerShell scripting**, connecting with the ITSM system on a test server, recording, resolving and reporting bugs to the developers.
- Validated project in test environment and transferred to a production environment, with documentation and cleaner code.
- Resulted in **savings of 30 minutes** per onboard and elimination of human-error.

ADDITIONAL INFORMATION

- Volunteered for United Way Campaign and helped paint the local Food Hub Project Storefront.
- Organized the Global Game Jam for the 3rd time at TRU which involved getting funding, **event planning**, and execution.
- Promoted to **President** of the **Game Development Club** and set up a board to advance club activities.
- Currently preparing for **AWS Solutions Architect**.