

Purav Panchal

Technical Support Specialist

Targeting **Technical Support or IT Helpdesk** roles with an organization of high reputation with a scope of improving knowledge and further career growth.

Contact



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Academic Details

- **Diploma of Computer Engineering Technician**
Fleming College, Peterborough.
(PASSOUT- April 2025)

Soft Skills

Analytical | Collaborator | Leader | Adaptable | Communicator | Dependable

Technical Skills

- **Programming Languages:**
Kotlin, Python, HTML, CSS, JavaScript, SQL
- **Scripting & Software:**
PowerShell, SQL queries
- **Tools:**
AnyDesk, SQL Server, Wireshark
- **Remote support tools:**
Autotask, PSA/RMM
- **Networking:**
TCP/IP, VPN, Wi-Fi, Windows Networking

Core Competencies

IT Helpdesk and Technical Support

Network Troubleshooting

Client Relationship Management

Hardware and Software Deployment

Cybersecurity Fundamentals

Web Services and Application Installation

Onsite/Remote Technical Support

Communication & Documentation

Continuous Learning and Certification

Profile Summary

- **Experienced IT Support Specialist** with over 1 year of hands-on helpdesk experience in India, providing technical assistance, resolving hardware/software issues, and ensuring smooth IT operations across multiple endpoints.
- Proficient in **networking concepts** including **Cisco technologies**, routers, switches, IP addressing, and LAN/WAN setups, with practical exposure to troubleshooting network connectivity issues and configuring basic network devices.
- Completed multiple technical assignments involving **server monitoring (Zabbix, Splunk)**, **cloud provisioning**, **ELK stack setup**, **load balancing using HAProxy**, and **Ansible automation**—demonstrating a strong foundation in modern IT infrastructure.
- Skilled in Windows OS support, remote desktop troubleshooting, basic scripting, and working with **VPN access**, **Wi-Fi networks**, and **SQL queries**, with a focus on **documentation** and user satisfaction.
- Continuously expanding technical knowledge through academic projects and real-world labs, including **cloud models (PaaS)**, **Kerberos authentication**, **DevOps tools**, and **secure server provisioning**, aligning with industry standards for IT support roles.
- Adaptable, fast learner, and customer service-focused, with excellent communication and a strong interest in SS8 Networks.

Work Experience

IT Support Desk (Intern)

Adit Microsys Pvt. Ltd., Ahmedabad

July 2022 – June 2023

Responsibilities:

- Installed, configured, and maintained Windows-based desktops, laptops, printers, and network peripherals across multiple departments.
- Handled basic networking tasks including IP configuration, router and switch setup, LAN/WAN troubleshooting, and Wi-Fi connectivity support.
- Assisted in maintaining Active Directory by creating and managing user accounts, resetting passwords, and managing access permissions.
- Logged, tracked, and resolved tickets using internal helpdesk tools while ensuring SLA compliance and documenting resolutions for future reference.
- Collaborated with the senior IT team to escalate complex issues, support system upgrades, and deploy antivirus and software patches.
- Delivered technical support for end-users across departments, troubleshooting day-to-day IT issues remotely and onsite, ensuring minimal downtime and excellent user experience.

Achievements:

- Completed multiple real-world academic projects including ELK Stack deployment, Zabbix monitoring, and HAProxy load balancing—recognized by faculty for excellence in implementation and reporting.
- Achieved seamless integration and visualization of Apache logs using Logstash and Kibana, reducing log analysis time by over 50% during assignments.
- Assisted in setting up a complete LAN environment during internship, including switch configuration and IP planning, improving internal network reliability.

Projects

Automatic Home Appliance Control System

Tools: Proteus, MikroC, PIC Microcontroller, C Programming

- Created a smart home system that automatically controls appliances like lights and fans based on room temperature.

Certifications

- Python for Everybody – University of Michigan
- Meta Front-End Developer Certificate
- Meta Android Development Certificate

Personal Details

Date of Birth: 27th December 2002

Languages Known: English, Hindi and Gujarati

Address: Toronto, Ontario

- Used a **PIC microcontroller** to read temperature sensor data and turn appliances on/off accordingly.
- Programmed the system in **MikroC** and tested the design using **Proteus simulation software**.
- Included an **LCD display and keypad** for manual control and real-time status updates.
- Built a working model that shows how embedded systems can improve home automation and energy efficiency.

SmartTab - Chrome Extension

Tools: React, JavaScript, HTML, CSS, Chrome Extension APIs

- Built a **custom New Tab Chrome extension** inspired by Google's **Material You** design, using **React** for dynamic rendering and clean component-based architecture.
- Included quick access shortcuts to **Google apps, AI tools**, and personalized widgets to enhance daily productivity.
- Added a **menstruation cycle tracker widget** that learns from previous data and helps users estimate upcoming periods in a minimal, privacy-friendly way.
- Used **Chrome Extension APIs** for managing local storage, tab behavior, and user settings.
- Focused on delivering a **lightweight, aesthetic experience** with smooth animations, real-time updates, and responsive design.

Pet Clinic Database Management System (College Project)

Tools: MySQL, PHP

- Designed and implemented a relational database system to manage pet, owner, and appointment records for a veterinary clinic.
- Enabled pet owners to search for possible diseases based on symptoms through a simple and user-friendly web interface.
- Built backend logic using SQL queries to retrieve diagnostic suggestions and manage pet history, medication, and visit logs.
- Included admin dashboard for clinic staff to update records, view appointments, and maintain pet medical profiles.
- Focused on data normalization, security, and efficient query handling to ensure accuracy and scalability.

Custom PC Build (Personal Project)

Tools: Hardware Components, BIOS Setup, Windows Installation

- Built a custom desktop PC from scratch by selecting and assembling compatible components including CPU, GPU, motherboard, RAM, SSD, PSU, and cooling system.
- Installed and configured Windows OS, updated BIOS settings, installed drivers, and optimized system performance.
- Gained practical experience with hardware diagnostics, system compatibility, and hands-on troubleshooting.

Centralized Monitoring and Log Visualization System (Academic Project)

Tools: ELK Stack (Elasticsearch, Logstash, Kibana), Zabbix, Ubuntu Server

- Deployed a complete monitoring and log analysis solution using Zabbix and the ELK stack across multiple Ubuntu virtual machines.
- Configured Zabbix Server and Agents to track key system metrics such as CPU, memory, and disk usage; created real-time alerts and visual dashboards.
- Ingested Apache and network logs into Logstash, applied filters, and visualized log data in Kibana to detect patterns and potential security issues.
- Simulated downtime and recovery scenarios to test system reliability and response alerts.
- Improved efficiency in monitoring and log analysis by integrating tools into a centralized setup, showcasing skills in automation and observability.