

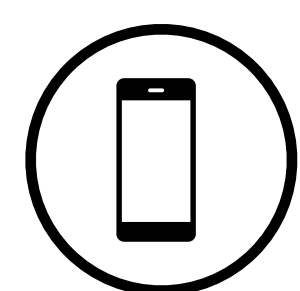
# RONAK PATEL

STUDENT OF MSC IT AT UNIVERSITY OF THE WEST OF SCOTLAND



## ABOUT ME

Currently, I'm studying MSCIT from London. I have more than 2 years of experience in IT field and completed certificate of MDM. Better knowledge and able to understand troubleshooting way. I have been allocate Helpdesk and better knowledge with Apple devices. Having positive attitude for work and always ready to learn new thing.



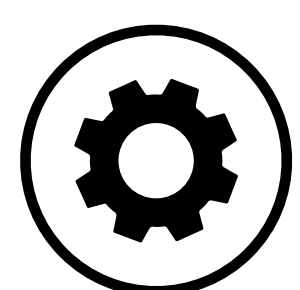
## CONTACT

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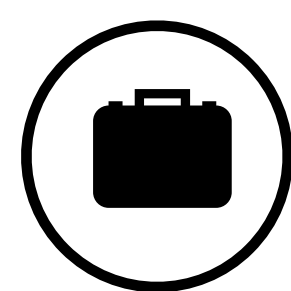


## SKILLS

- TROUBLESHOOTING
- APPLE DEVICES
- WINDOWS TROUBLESHOOTING
- NETWORKING
- HARDWARE
- MDM

JAMF CERTIFIED ASSOCIATE.

VEEAM SOFTWARE CERTIFIED



## EXPERIENCES

### DESKTOP ADMINISTRATOR

MAR'22 - JUN'22

### GLOWTOUCH TECHNOLOGIES

At GlowTouch I was Jira Admin, Okta Admin, and Google Admin, I also managed SSO, Slack troubleshooting, Jira Ticketing, and ZScaler configuration.

### SYSTEM ADMIN

MAR'21 - FEB'22

### NUOVO - A DIVISION OF IVALUE SYSTECH

As a System Admin at Nuovo, I was in charge of day to day operations of the Department, that focused on repair, maintenance, & deployment of Apple Devices.

### PRE - SALES

JAN'21 - Present

### IVALUE SYSTECH PVT. LTD.

As a Pre-Sales & System Admin executive, my major roles are to troubleshoot, manage and deploy Apple devices for our clients.

### SYSTEM ADMIN

MAY'20 - DEC'20

### IVALUE SYSTECH PVT. LTD.

I was in charge of on site service of Apple devices for our corporate clients. I majorly troubleshooted and solved the technical problems faced by their end users.

### SYSTEM ENGINEER

NOV'19 - MAY'20

### IVALUE SYSTECH PVT. LTD.

I was deployed at a large scale project at Dishman Carbogen. I was in charge of maintaining inventory of devices & also solving technical issues.



## EDUCATION

### MSc - IT

### PURSUING

### UNIVERSITY OF THE WEST OF SCOTLAND

I am currently pursuing MSc in Information Technology from the University of the West of Scotland to develop business-relevant IT knowledge and skills.

### BCA - IT

AUG'15 - MAY'18

### PT. RAVISHANKAR SHUKLA UNIVERSITY, RAIPUR

In 3-year Bachelor of Computer Application I gained knowledge on the basics of computer application and software development - **64.14 %**

# P R O J E C T S

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## SYSTEM ADMIN

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### DISHMAN PROJECT - FOR IVALUE

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**I was deployed as a FMS Engineer at Dishman Carbogen which is one of the leading Pharma company in India.**

- Dedicated Apple device support, including iPhone, Mac, & iPads
- iPad, iPhone, & Mac reset & configuration
- Configure/ Maintain/ Troubleshoot Apple Business Manager & MDM Console
- Advanced troubleshooting on macOS, iPadOS, & iOS
- Comprehensive support given to end users with OS Applications and Software support
- Manage Roles and Regulations in the Domain
- End to end device management, and inventory management
- Configure newly purchased devices and enrol them in Apple Business Manager & MDM
- Connect & coordinate directly with OEM, in cases of technical problems escalating
- Handle 360° IT help desk for entire Dishman staff
- Remote support via IP & other methods
- Monitor and respond to technical issues raised by Dishman staff & Management team.
- Responsible for PC's, Printers, Servers and related equipment (monitor, keyboard, mouse, hard drive, etc)
- Assist with onboarding of new users
- Keep inventory of all equipment, software, and license users
- Walk the end users through the problem-solving process
- Follow-up and update end users status and information

### NIPER PROJECT - FOR IVALUE

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**NIPER is an educational institute located in Gandhinagar, they wanted to setup digital classroom for Post Lockdown classes.**

- To begin with the project, I was in charge of doing Proof of Concept at NIPER to comply with their requirements
- Once POC was successfully completed, I was tasked with configuring all the devices
- Configuration of AppleTV devices and iPads was conducted
- I was also in charge of Hardware, and Software support at NIPER

### INTAS PROJECT - FOR IVALUE

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**INTAS wanted to give their Medical Representatives iPad's. I was in charge of configuring & deploying 1250 iPad's**

- I was tasked with configuration of Apple Configuration Profiles
- Enrollment of 1250 iPad's in the Apple Configuration Profiles was conducted by me
- In charge of device configuration of all Apple devices for Intas high level executives
- Coordinating with INTAS IT team and identifying hardware and software problems
- Manage and execute in house and vendors hardware repairs

### ADANI PROJECT - FOR IVALUE

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**Adani procured 1200 Mac devices & 300 iPhone's from iValue Systech, and wanted to configure them into their system.**

- Responsible to conduct comprehensive POC to comply with Adani's regulations
- I was responsible to enrol 1200 Mac devices and 300 iPhone's into their ABM account
- Responsible for creating and configuring Apple Business Manager
- Configuring MDM according to Adani's internal policies and regulations
- Created and configured user groups according to the job roles and positions
- Provide Demo and training of macOS and iOS to end users
- Check Software compatibility with Mac
- Responsible for On site configuration at Adani
- Create presentation and train Adani's IT team on using Jamf Pro
- Collaborate with JamF Pro India team and configure 1500 devices to JamF console
- Coordinate with iValue & Adani's management with updates & suggestions



# P R O J E C T S

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## SYSTEM ADMIN & PRE-SALES EXECUTIVE

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### SYSTEM ADMIN

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**iValue is a system integrator company, I was in charge of all Apple support related operations.**

- Responsible for all kinds of issues regarding clients Apple Devices
- Identifying hardware issues and suggest best solutions
- Advanced troubleshooting on macOS, iPadOS, & iOS
- Diagnosing and repairing faults
- Installing and configuring new hardware and software
- Speaking to customers to quickly get to the root of their problem
- Providing timely and accurate customer feedback
- Talking to customers through a series of actions to resolve a problem
- Getting the faulty parts Replaced or repaired
- Supporting and roll-out of new applications
- Managing & executing multiple support calls
- Testing and evaluating new technologies & support innovation

### PRE - SALES EXECUTIVE

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#### **At iValue**

- Handling all apple technical Pre-Sales queries for Apple products & providing technical product comparison
- Provide Apple Product & Services suggestions to client according to the requirements. And prepare Technical Presentation on customer requirements
- Study new technologies and solution and create Technical presentation, stay up to date with Apple Seed Knowledge
- Clear all the test of Apple Certification Exam as per Apple compliances
- Prepare technical documentation as in when required
- Prepare & update demonstration kit on Apple School Manager
- Give trainings to our Service & Support department
- Give support to the Apple Users, through physical, Remote/over the phone in case of technical issues
- Project Management Support Planning for Implementations
- Provide Mac Users Training to New customers & Corporate Customers
- Give brief induction and training about Apple Product to New Joinee
- Lead Generation New Client
- Taking care of all Force Manager customer leads
- Preparation of demonstration on Force manager CRM
- Demonstration of Force Manger to Customers and prospects
- Providing Training & demonstration to Sales Team about Force Manager
- Co-ordination & regular collaborating with ForceManager's International Team
- Preparation of Demo Kit for New Product Chargify
- Training co-ordination with Chargify Team
- Event Presentation of Apple Technologies on various location
- POC Preparation & Implementation of Apple, Third Party MDM Solution at Client Place
- Cold-calling to generate new customers