

# SHVET HIRALAL HALAI

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## Profile

IT Support professional with hands-on experience resolving hardware, network, and software issues for diverse users. Known for strong troubleshooting skills, a customer service focus, and clear communication. Eager to contribute to a dynamic team in a technical support role or any IT role. Currently pursuing Master of Information Technology at University of Waikato.

**Technical Skills:** Troubleshooting network and system problems | Diagnostics and resolution of hardware/software faults | Debugging | Network maintenance | IT management | Data backup and recovery | Technical support

**Professional Skills:** Collaboration and team motivation | Adaptable in fast-changing environments | Effective communicator | Leadership | Problem-solving

## Projects

- **Role-Based Management System**

July 2025 – Present

  - Designed and developed a full-stack system with CRUD functionality, Axios-based API calls, Django, Python and MySQL database. Implemented role-based access control to manage different user privileges across the system.
- **Wordle-style Game**

July 2025 – Present

  - Designed an accessible word game for elders using Te Reo Māori. Implemented prototype and presented to community stakeholders.
- **Smart Maintenance Reporter**

Feb 2025 – June 2025

  - Built a mobile and web prototype where users report potholes; contractors bid for repairs. Integrated image recognition for pothole size estimation.
- **Weather Prediction System**

July 2023 – November 2023

  - Built a multi-city weather forecasting app using data mining and Python, ML algorithms, with ERD, dashboards, and testing for accuracy and usability.

## Professional Experience

- Mombasa Cement Limited, Mombasa, Kenya**

Feb 2024 – June 2024

  - Situation: Assisting a huge team with daily technical requirements from many departments.
  - Task: Minimized system downtime and maintained seamless IT operations.
  - Action: Provided timely IT support and troubleshooting, performed system maintenance and data backups, and helped with company-wide software rollout projects.
  - Customer satisfaction remained high, and IT disruptions during important business processes were reduced.

- Situation: I joined the technical support team, which is in charge of keeping a busy office's IT operations running smoothly.
- Task: Improve the timeliness and efficacy of resolving user-reported technical issues.
- Action: Diagnosed and addressed hardware/software issues for all end users, installed and configured operating systems and programs, and offered in-person and remote support.
- Ticket turnaround time was reduced by 25% while overall team satisfaction ratings increased dramatically.

Education

University of Waikato, Hamilton, New Zealand

Current

Master of Information Technology

Oshwal College, Nairobi, Kenya

2022 – 2023

Bachelor of Science (Hons) in Computing

Mombasa Aviation Training Institute, Mombasa, Kenya

2019

Diploma in Information Technology

Professional Development

Global Greenwich Summer School, London, UK

2023

- Completed 11-day summer program focused on intercultural communication, teamwork, and leadership.
- Engaged in workshops and collaborative activities with international peers.
- Gained cultural awareness and adaptability through immersive experiences in a diverse setting.

Certifications

- Certificate in Office Professional
- Certificate in Computerised Accounting

Volunteer Experience

Wildlife Club Member, Shree Swaminarayan Academy

- Organized wildlife trips and participated in environmental club activities.
- Developed leadership skills through event planning and teamwork.

Languages

English (Advanced) | Gujarati (Fluent) | Swahili (Intermediate) | Hindi (Intermediate)

Interests

Technology | Wildlife & Nature | Travel | Community Activities

References

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