Sheel Patel

📍 Brampton ✉ sheel.patel310198@gmail.com

📞 4374433101

Profile

Experienced **Network Operations Center (NOC) Analyst** with 4+ years of hands-on expertise monitoring, troubleshooting, and managing multi-vendor IT systems for U.S.-based clients. Skilled in network protocols (IP/TCP), virtualization (VMware, Citrix, Nutanix), system monitoring, incident management, and customer communication. Adept at diagnosing complex technical issues, implementing timely solutions, and maintaining system uptime in 24/7 environments. Highly organized, detail-oriented, and ready to relocate for growth opportunities.

Experience

06/2019 – 07/2023 India	**American Infosource – IT Operations (NOC Analyst)** *April 2018 – August 2022*

- Monitored multi-vendor network and IT infrastructure, ensuring **high uptime and system reliability**.
- Diagnosed and resolved hardware, software, and network issues for enterprise clients.
- Responded to **critical incidents and alerts**, performing root-cause analysis and escalation as needed.
- Collaborated with internal teams, vendors, and clients to implement **technical solutions**.
- Maintained **detailed incident documentation** using ticketing systems for auditing and reporting.
- Assisted in deploying and configuring **virtualization platforms** (VMware, Citrix).
- Supported **IP/TCP network troubleshooting** and OSI layer diagnostics.
- Provided guidance and technical support to junior team members and clients.
- Ensured adherence to operational procedures and **best practices for uptime** and service delivery.
- Participated in shift-based rotations, including **24/7 coverage**, to ensure continuous service availability.

Projects

12/2021 – 07/2023	**Cadence Bank** *Worked as an IOC Analyst with the bank* Handeled their ATM's, Network and firewalls to ensure the operations were smooth. Created automated file transfer systems with the team to make the repetative tasks smooth.

Awards

Client Appreciation award

Certificate of Appreciation
(Multiple recognitions for team contributions)

Certificates

- Fortinet Network Security Expert (NSE1)
- FCRA (Affiliate - Third-party Information Sharing)
- Jira Fundamentals Badge

Skills

Customer Engagement

Troubleshooting
iOS, MacOS and Windows

Network Security

SOP Creation & Service Documentation

Strong Attention to Detail & Accuracy

Technical Tools — Colab,Excel Power Query, Jupyter,GitHub

Data Cleaning & Modeling — ETL, Data transformation andData integrity checks

Excellent Written & Verbal Communication

Communication & Telephone Etiquette

Teamwork & Collaboration

Fortinet Expertise
Basic understanding (NSE1 Certified); improving advanced features such as IDS/IPS and URL filtering.

Performance Monitoring & Reporting:

Data Analysis & Reporting (Excel, SQL, R, Python basics, Power BI)

Organizational Policies & Procedure Development

Data Analytics & Visualization: — Power BI,Tableau, Excel, Python(Pandas, NumPy, Matplotlib)

Soft Skills — Teamcollaboration, problem-solving, and communication.

Office Administration & Coordination

Education

Business Analytics
Niagara College, CA

Financial technology
Conestoga College, CA
(AI/ML and Fraud Detection)

Bachelors in Business Administration
Indus University, GJ, IN

STRENGTHS & CORE COMPETENCIES

- Strong analytical and troubleshooting mindset
- Quick learner with exposure to both IT and business domains
- Reliable under pressure, with proven multitasking and communication skills
- Customer-focused, adaptable, and ready to relocate for the right opportunity