Sumiksh Trehan   4168384424

1115-25 Parkway Forest Drive, M2J1L4, North York   tsumiksh@gmail.com
Youtube Channel: Coding Sumiksh   https://www.sumikshportfolio.online/

PERSONAL PROFILE

Highly Motivated, result-driven and career-minded Programmer Analyst/ IT Specialist seeks new position in dynamic, growth-oriented company focused on cultivating exceptional client experience and a positive work environment. With experience in coding software applications, programming and configuring new hardware, and providing high level client support in a, I bring attention to detail and a dedication to technical improvement to each job. A strong team player and a self-starter with strong business acumen, communication and problem-solving skills with a record of accomplishment of delivering under tight timelines.

SUMMARY OF QUALIFICATIONS

- Understanding of ITIL fundamentals
- Hands on experience with programming software applications using java, python , Node.js , javascript and C
- Configuring switches and creating VLAN's for wired network devices
- Configuring CISCO phones using cisco backend software
- Understanding of Microsoft SQL server and Linux.
- Experience with the ServiceNow, PagerDuty, Splunk, AppDynamics platform.
- Experience supporting Microsoft Windows systems, Microsoft Office Suite and Office 365.
- Understanding of Active Directory, Group policies, Windows Software Update Server.
- Experience with ticketing tools and remote troubleshooting.
- Experience with VMware, OVM and virtualized environments.
- Experience in handling Major incidents with providing excellent communication during MI calls

WORK HISTORY

Canada Wonderland   **Mar 2022-Present**
Programmer Analyst

Responsibilities:
- Developed and optimize code in powershell to automate the uninstallation and installation of apps for over 100 pc's
- Extensively python to automate the testing for the third party electronic fixtures
- Using Python Programming created a QR code generator with the help of tkinter and qrcode library
- Leveraged the knowledge of java and python to extract the data from the sql databases
- Windows automation through registry editor codes

- Use Basic knowledge of Node.js for communication of client –server side web programming apps
- Broad understanding of network instruments. Configuring switches, creating VLAN's and switching port between VLAN's

Excelitas Technologies   **Jan 2019- Mar 2022**
Technical Service Diagnostics Specialist (Level 2/Level 3)

Responsibilities:
- Provide timely support to end-users including troubleshoot their issues, complete all tests and work with Field Service Technicians to resolve onsite issues
- Ensure all incidents are logged, triaged, routed, escalated and closed in accordance with service level agreements
- Using SNOW platform to manage incidents
- Generating incident cases, for customers
- Troubleshoot and resolve all incidents including hardware, software, telecommunication and networking.
- Extracting data from QAD databases using SQL statements
- Using python programming to automate the text fixtures
- Using HyperTerminal or putty to communicate with the devices
- Monitoring and Diagnosing technical problems using application tools like Splunk, App. dynamics
- Responding to technical queries via phone or email
- Assist with resolving escalated and high visibility issues.

Excelitas Technologies   **Sept 2017- Jan 2019**
Technician

Responsibilities:
- Provide technical assistance and support for incoming service desk tickets either in person or over the phone for issues related to systems and internet.
- Manage incidents, problems and service request through the lifecycle. Including documenting, tracking and monitoring to ensure timely resolution in line with SLAs.
- Update and log all service desk interactions providing detailed and accurate issue and resolution documentation using IT Service Management software.
- Work together with other departments to build and maintain effective single point of contact for all Service desk activities.
- Providing direct support and guidance and respond to customer inquiries.

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EDUCATION

Diploma Computer Programming (Part Time)   **January 2020 – Present**
Seneca College – Toronto, ON

Diploma Electrical Engineering   **January 2015 – January 2017**
Georgian College – Barrie, ON

SKILLS

Windows Server, Linux(Ubuntu), Notes databases, Node js (async programming with javascript), Active Directory, IIS, Web applications, DNS, DHCP, TCP/IP, VPN, ServiceNow, Citrix XenDesktop, MS Office, Microsoft Office 365, Skype for Business, Putty, Android, Adobe Acrobat Suit, Google Suit, iOS, Virtualization, SQL Database ,MS Visio.