

Suraj Bhutani

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Career Objective

To secure a full-time IT position starting in September 2024 where I can utilize my technical skills, demonstrate my ability to deliver quality solutions, and contribute to organizational goals.

Technical Skills

- Proficiency in Microsoft Office 365, encompassing Word, Excel, and PowerPoint.
- Skilled in hardware installation and maintenance, capable of troubleshooting issues and setting up devices.
- Familiar with documentation standards and user manuals along with troubleshooting guides.
- Capable of providing helpdesk support, skilled in Microsoft Exchange administering a messaging and collaboration environment.
- Qualified in Web development and Coding practices.
- I possess strong soft skills, including effective communication, problem-solving, time management, attention to detail, critical thinking, creativity, and leadership.

Work Experience

DLS IT Support Technician (Co-op)

January 2024 - Present

VAR Lab, Waterloo, Ontario

- **Troubleshoot and Resolved Issues:** Provided technical support by troubleshooting and resolving hardware and software issues related to VR/AR technologies, ensuring minimal disruptions to lab projects.
- **Maintained and Optimized Equipment:** Conducted regular maintenance and upkeep of VR/AR equipment to guarantee optimal performance and functionality, enhancing the overall efficiency of lab operations.
- **Configured and Deployed Systems:** Set up, configured, and deployed VR/AR systems and peripherals according to project specifications, ensuring seamless integration and operation.
- **Created Technical Documentation:** Developed and updated comprehensive technical documentation, manuals, and guides for equipment setup, troubleshooting procedures, and best practices, aiding users and improving lab workflow.

Cashier

October 2022 - Present

Canadian Tire, Cambridge, Ontario

- Precisely counting cash and always maintaining a balanced cash drawer to ensure the integrity of financial transactions.
 - Demonstrating a solid understanding of the products and services offered by Canadian Tire, thereby assisting customers in making informed purchasing decisions.
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- Interacting with customers in a friendly and approachable manner, addressing and resolving customer concerns or issues promptly and professionally.

Lifeguard

May 2023 – September 2023

Canada's Wonderland, Vaughan, Ontario

- Diligently monitored all water areas to ensure the safety of guests and prevent accidents.
- Maintained clear and courteous communication with guests and addressed their inquiries and concerns promptly.
- Educated visitors about water safety practices and the importance of following rules.
- Ensured the proper maintenance and regular inspection of safety equipment, including rescue tubes and first aid supplies.

Marketing Trainee

June 2021 – August 2022

Stride Ahead, New Delhi, India

- Managed Social Media platforms for the company, and prepared ad campaigns for lead generation using Lead Squared (CRM), Hootsuite, Facebook, and LinkedIn.
- Demonstrated competence in Adaptability and Team Collaboration, while performing Software Updates, Customer Service, Remote Support, and Problem resolution.
- Worked on an Edtech company's website for timely updates and new posts such as blogs – editing the content and coordinating with web developers for popups on blogs for lead generation.

Education

Computer Systems Technician (Co-op)

Sep 2022 - Present

Conestoga College, Waterloo, ON

- Demonstrated competence in Adaptability and Team Collaboration, while performing Software Updates and Problem resolution.
- Learned about Incident management, Ticketing Systems, IT Documentation, and ITIL.
- Continuously developing expertise in Software Asset Management (SAM) and Helpdesk Support through ongoing learning and hands-on experience.
- In-depth knowledge of network administration, troubleshooting, LAN/WAN, TCP/IP, router and switch configuration, and firewall management gained through college coursework and hands-on experience.

High School Diploma

July 2021

DL DAV Model School, New Delhi, India

- Educated in various subjects such as Physics, Computer Science, Math, and English.
- Fitness Tracker Mobile App – MIT App Inventor – the app counts steps and distance covered using the motion sensor present in the mobile (Android/IOS), Secured 2nd rank in the contest.
- Automatic Hand Sanitizer Machine using Various sensors. (Internet of Things) - developed it with a DC air pump, Proximity sensor, TIP32C PNP Transistor, etc. Proved helpful in covid era.

Volunteering

- Orientation Volunteer at Conestoga College, ON (Winter 2023, Spring 2023 and Fall 2023)
 - Summer Camp Volunteer at Radha Krishna Mandir and Cultural Centre, Cambridge, ON
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Hobbies / Activities

- Enjoy participating in cycling, swimming, and playing soccer.
- Learning new technology like cloud computing
- Capturing the beauty of nature

Languages

- English – Proficient
 - Hindi – Native
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