

**Aayush Choudhary**  
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Exceptionally creative and dependable technician with a stellar customer service record and superb work ethic. Broadly and deeply knowledgeable in a wide variety of computer languages as well as the principles and techniques of website construction and maintenance. Highly adept at conveying complex technical information to a variety of professional and lay audiences in a clear and understandable manner.

### **SKILLS HIGHLIGHTS**

- Exceptional organization and presentation abilities
- Superior facility with Vista Windows Linux UNIX and MAC operating systems
- Strong knowledge of Microsoft Office suite and macromedia Dreamweaver
- Excellent grasp of and experience in XML integration
- Sound familiarity with using MySQL and MS Access in database design and SQL.
- Outstanding knowledge of web programming languages including Java CSS HTML JavaScript ASP PHP and HTML editing software.
- Profound creative and analytical problem-solving and troubleshooting skills.
- High verbal and written communication skills

### **Technical Skills**

**Programming/ Web:** Java PHP, PERL, Javascript, Java Beans, Java Servlets, HTML, DHTML, CSS, XML

**Software:** Dreamweaver, FrontPage, Photoshop, MQ Series

**Database/ DBMS:** SQL, Microsoft SQL and Access, DB2, Oracle DB

**Operating Systems:** Windows NT/95/98/2000/XP, UNIX, AIX, Sun Solaris

### **EXPERIENCE**

**Greenspace Brands (Mississauga)**

**Dec 2019- Present**

#### **IT Help desk Support**

- Diagnosed and responded to routine problems through interaction with end-users.
- Create helpdesk tickets and respond to users when issues are resolved.

- Perform analysis/troubleshooting of PCs peripheral devices including printers.
- Perform capture and restore of user's profiles using Microsoft System Configuration Management (SCCM).
- Install software applications manually and through SCCM on desktops.

**Various Clients (ex. Growth Media, Stylish Design)**

**Jan 2019 -Present**

**Web Developer**

Freelance web designer/ developer with accountability for marketing and selling services, managing all client relationships, controlling budgets, and designing/developing websites and web-based applications for clients.

- Redesign the home page around users' critical task.
- Redesign the site architecture and navigation to improve fundability and usability.
- Implement WordPress as a Content Management System (CMS) to improve the site and infrastructure and introduce decentralized content maintenance.
- Develop a content strategy to improve existing and new site content.

**IT Analyst**

**March 2015- Sep 2017**

**Godfreys Technologies, New Zealand**

- Provide users with various IT support issues/resolutions.
- Install, configure and upgrade: Personal computers (desktops, laptops and tablets) and related peripherals (Operating systems including Windows 7, 8, 10, IOS).
- Provide support and answers to queries on-site, via skype or remotely.
- Assist with different tasks related to hardware and software setup for new hires and existing employees.
- Troubleshoot hardware and software related problems for end users.

**Technology Support Analyst**

**May 2012- Jan 2015**

**Vodafone New Zealand Limited, New Zealand**

- Provide high quality field support to the user community in a primarily PC based environment.
- Maintain or facilitate the maintenance of computer systems, software applications, telephony and network infrastructure.
- Coordinate and implement hardware/software upgrades and replacements.

- Log all IT support activities and incidents in the ticket tracking system.
- Keep accurate records and inventories of corporate assets (i.e. desktop, laptops, mobile devices, etc.).
- Ensure compliance with and implementation of IT standards.
- Perform port level network configuration changes to assist with troubleshooting and incident remediation.

## **EDUCATION**

**Interactive Media Design Program, Algonquin College, Ottawa**

**Jan 2018- Aug 2019**

### **Technical skills:**

- Experience in building websites using bootstrap 4, CSS animation, Lightbox, JavaScript, PHP and MySQL.
- Understanding of different content management systems like WordPress, Joomla, Drupal & Shopify.
- Efficient in making vector graphics with Adobe Illustrator and created posters with Adobe Photoshop.
- Trained in code editor i.e. Brackets, Dreamweaver, Atom, Visual Studio Code and Code Pen.
- Collaborate working with team members in GitHub, Basecamp as well as Slack.
- Capable in functioning on Windows, IOS also Linux.

**Computing Level 5, National Institute of Technology (NTech), New Zealand**

**Jan 2010- Dec 2011**

- Cyber Security
- Database Design and Development
- Web Based Development
- Network Design
- Ethical, Legal and Regulatory Issues and Professional Responsibilities in IT
- Strategic Management Information Systems
- Innovative Technologies in Computing
- Computing Research Methods
- Managing a Computing Project
- Software Development Methodologies

**References available upon request**