





# ANKIT PATEL

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Ankit is an IT Technician and seeking position in Network Technical Support or Network Administrator. He is experienced and knowledgeable IT Technician with bachelor's degree in computer engineering. Ankit is recently graduated as Network Technician from SAIT. He has great technical troubleshooting skills and good interactive skills to support customer with technical issues.

## Technical Skills

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- Skilled in Network and System Installation, Troubleshooting and Maintenance
- Strong Understanding of OSI Model, Protocols, IPv4, IPv6
- Solid knowledge of Subnetting, Routing, Switching and Security
- Practical knowledge of static and dynamic routing protocol (RIP, EIGRP, OSPF, BGP)
- Applied knowledge of switch configuration (VLAN, inter VLAN Routing, Trunking, Port Security)
- Practical understanding of ACL, DHCP, NAT, HSRP and VPN Configuration
- Working Knowledge of Microsoft Server including AD, DNS, DHCP, IIS, FTP, WDS, WSUS, DFS and GPO
- Working Knowledge of Virtualization, Data Storage
- Excellent skill of Documenting Technical Procedure
- **Tools:** MS Windows, Office 365, VM Ware Workstation, vSphere, vCenter, freeNAS, Security Onion, OS Ticketing, Cisco Packet Tracer, Remote Access Software, PowerShell, Putty, Wireshark, Linux
- **Web Development Skill:** HTML, CSS, JavaScript, SQL

## Experience

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2020 - PRESENT

### **Computer Technician / Alberta Computer for Schools, Calgary**

Install, Test and Configure operating System, Device Drivers and Application Software using WDS  
Troubleshooting, Refurbishing and Repairing Computers, Laptops, Servers, Printers and Monitors.  
Perform additional Installation and Upgrades as Company's Requirement

Receiving, Labeling, Triaging and Data entry of Assets

**Achievement:** Implement Windows Deployment service as well as Windows Update Service as per Company's Requirement while providing Better and Efficient Solution than Previous one with Technical Documentation

2012 – 2013

### **IT Technician / BISAG, India**

Installed and Maintained Company's Computer Systems and Network

Troubleshooting of systems on Site as well as offsite

Provide Technical Assistant to Customers over Telephone, Email or in person as needed

## Academic Projects

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### **Network Implementation/ SAIT, Calgary**

Provided Network Solution and Storage Solution for Company across four different Branches  
Team won for the Best Proposal and Implement all the solution on virtual environment with redundancy  
Implement Active Directory, WSUS, DHCP, DNS, IIS as well as OS Ticketing System  
Perform Router, Layer2 Switch, Layer3 Switch, ASA Firewall Configuration and Documented that

### **Microsoft Server and Directory/ SAIT, Calgary**

Successfully implement Microsoft Server Roles including Active Directory, DFS, FTP, IIS with real time Replication to Provide minimal downtime as per instructor's requirement within given timeline and create PowerShell Script as Bonus Requirement

### **Server Virtualization / SAIT, Calgary**

Provide and Implement better solution for company by virtualizing all services with Fault Tolerance, NAS Storage, VMotion  
Implement all Solutions using VMWare products (Workstation, vSphere, vCenter)

### **Administrative monitoring and Controlling System / BISAG, India**

Developed and Implement Centralized Server to monitor all Client in LAN using java and SQL  
Gained and utilized knowledge of PowerShell Commands to control client

## Education

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APRIL 2020

### **Network Technician / SAIT, Calgary**

APRIL 2015

### **Software Engineering Technology / Centennial College, Toronto**

APRIL 2012

### **Computer Engineering /Gujarat Technological University, India**

## Interpersonal Skills

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- Great capability to Multitask and Maintain Motivation on Priority
- Decent organizational and documentation skills
- Outstanding communication and problem-solving skill
- Self-motivated, result-oriented and capacity to work under tight targets
- High degree of expertise and extraordinary level of integrity and work ethics

## Other Experience

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2015 -2019

### **Customer Service Representative/ Pho Lien, Whitehorse**

2015 - 2016

### **Stock Associate/Walmart Canada, Whitehorse**

2013 - 2015

### **Supervisor /La Sani Grill, Toronto**