

ANKIT PATEL

Cisco Certified Network Associate (CCNA)

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Profile

Highly motivated Network technician with over one year of experience in field with outstanding performance. Great system and network troubleshooting skills and excellent interactive skill to support customer with technical issues. Graduated from SAIT as network technician with GPA of 4.0 and have bachelor's degree in computer engineering.

Technical Skills

- Skilled in network and system installation, troubleshooting and maintenance.
- Strong understanding of OSI/TCP-IP Model, Protocols, IPv4, IPv6
- Solid knowledge of Subnetting, Routing, Switching and Security
- Applied knowledge of switch configuration (VLAN, inter VLAN Routing, Trunking, Port Security)
- Practical grasp of ACL, DHCP, NAT, HSRP and VPN configuration
- Exceptional knowledge of Microsoft Server including AD, GPO, DNS, DHCP, IIS, FTP, WDS, WSUS, DFS
- Extensive administration skill of Office 365, Exchange Server, SharePoint, Database
- Working expertise of Virtualization, Data Storage and Cisco Devices
- Excellent skill of documenting technical procedures
- **Tools:** MS Windows and Server, Office 365, VM Ware Workstation, vSphere, vCenter, Hyper-V, freeNAS, Security Onion, OS Ticketing Software, Remote Access Software, PowerShell, Putty, Wireshark, Linux, Android, macOS
- **Web Development Skill:** HTML, CSS, JavaScript, SQL

Experience

IT SPECIALIST | ALBERTA COMPUTERS FOR SCHOOLS, CALGARY | MAY 2020 – MARCH 2021

- 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, configuration and upgrades as per company's requirements.
- 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 and demonstration video

IT TECHNICIAN | BISAG, INDIA | MAY 2012 – AUGUST 2013

- 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, e-mail or in person as needed.

Academic Projects

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
- Replicate all services 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
- Implemented all solutions using VMWare products (Workstation, vSphere, vCenter)

Education

NETWORK TECHNICIAN | SAIT, AB | OCT 2019 - MAY 2020

SOFTWARE ENGINEERING TECHNOLOGY | CENTENNIAL COLLEGE, ON | SEP 2013 – APRIL 2015

COMPUTER ENGINEERING | GUJARAT TECHNOLOGICAL UNIVERSITY, INDIA | SEP 2008 – APRIL 2012

Certificate Courses

CISCO CERTIFIED NETWORK ASSOCIATE | CISCO | MARCH 2021

PREPARE FOR COMPTIA A+ | LINKEDIN LEARNING | BY MIKE MEYERS

MICROSOFT OFFICE 365: ADMINISTRATION | LINKEDIN LEARNING | BY DAVID ELFASSY

AMAZON WEB SERVICES: NETWORKING | LINKEDIN LEARNING | BY SHARIF NIJIM

Interpersonal Skills

- 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

CUSTOMER SERVICE REPRESENTATIVE | PHO LIEN, WHITEHORSE, YT | SEP 2015 – APRIL 2019

SUPERVISOR | LA SANI, TORONTO, ON | OCT 2013 – AUG 2015