

Ashwin Shah

ashwinshah591@gmail.com (647) 832-3611 in/ashwin-shah-b447b3169

SUMMARY

Experienced in both front-end and back-end web development, proficient in HTML, CSS, JavaScript, Python, and Java.
Familiar with a diverse range of programming languages.
Capable of resolving complex network issues and managing databases with MySQL.
Proficient in using design tools, collaborative software, and ticketing systems.
Solid background in microcontroller development.
Demonstrated success in support management, team collaboration, and mentoring.
Robust communication, analytical, and troubleshooting skills.

EXPERIENCE

IT Technologist

Seneca College

January 2022 - September 2022, Toronto, ON

- Delivered prompt and effective technical support to end-users via phone, email, and in-person, addressing software and hardware issues for desktops, laptops, printers, and other computer peripherals.
- Diagnosed and resolved complex technical problems, utilizing problem-solving skills and a comprehensive understanding of IT systems and components.
- Managed and prioritized a backlog of unresolved support tickets, proactively contacting users to resolve any open issues and closing tickets only when fully resolved, ensuring timely and efficient support.
- Maintained a positive and professional demeanor when working with end-users, consistently demonstrating patience and empathy even in high-stress situations.
- Handled 37,000+ actions across 8,000+ emails within 8 months, achieving a high percentile of satisfied clients through exceptional customer service and technical expertise.
- Trained and mentored junior IT staff, fostering a supportive and collaborative team environment.
- Developed and maintained documentation and knowledge base articles, enabling users to troubleshoot common issues independently and facilitating knowledge sharing among the IT team.

Cell Phone Repair Technician

KRISHNA MOBILE REPAIR CENTER

January 2019 - June 2019, Lalitpur, Nepal

- Conducted basic cell phone repairs, including troubleshooting, and fixing common issues.
- Assisted customers with troubleshooting basic cell phone problems and provided solutions.
- Generated sales by selling basic mobile phone accessories, demonstrating strong knowledge of the products and their features.

EDUCATION

Computer Engineering Technology

Seneca College Newnham Campus • CA, ON, Toronto • 2023 • 4.00 GPA

CERTIFICATIONS

AWS Cloud Practitioner (In Progress)

AWS • 2023

Able to represent foundational knowledge of cloud concepts, AWS services, and best practices for secure, efficient cloud operations.

CCNA: Switching, Routing, and Wireless Essentials

Cisco • 2022

Able to demonstrate proficiency in configuring, managing, and troubleshooting basic networks using Cisco devices and wireless technologies.

CompTIA A+ (InProgress)

CompTIA • 2021

Able to demonstrate higher than basic computer troubleshooting skills.

SKILLS

Web Development: HTML, CSS, JavaScript, Python, Java

Programming: Python, C#, Java, etc.

Databases: MySQL

Design: Adobe Photoshop, Premiere

Business Tools: Office 365 (Word, Excel, PPT, Outlook, OneNote, Visio, etc.), Easy Vista

Hardware Development: MCU Expresso (Arduino), Raspberry Pi, Freedom-K64F

Network: Cisco Packet Tracer

Project Management Tools: Trello, MS Project