

ARPIT SONDHI

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Professional Summary

Skilled IT professional with robust training in Computer Engineering Technology from Seneca Polytechnic College, adept in service desk leadership, systems integration, and software development. Proficient in network design, hardware and software troubleshooting, and electronics, with strong IT project management skills. With a solid foundation in programming and infrastructure, I am fully equipped to drive technology solutions in dynamic environments.

Work Experience

ITS SERVICE DESK **TEAM LEAD** – Co-Op

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04/2022 to 01/2023

(Seneca College - Toronto, ON & Markham, ON)

- Led the Service Desk team, managing IT Technologists across four Seneca campuses.
- Utilized EasyVista for ticketing and Cisco Jabber and Finesse for communications.
- Performed advanced software and hardware troubleshooting, managed team escalations, and provided technical assistance to thousands of students and employees.
- Collaborated with Senior IT Technicians and Licensing teams on specialized software troubleshooting.
- Single-handedly managed the knowledge base, as well as special Dual Credit students and their associated managers for volunteer initiatives.
- Managed IT inventory and maintained devices and machines such as Xerox and OneCard systems.
- Upgraded and reimaged workstations and podium PCs, in addition to performing on-desk duties.

RESIDENTIAL CONCIERGE

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01/2022 to current

(Wincon Security - Markham, ON)

- Excelled in resolving client inquiries and complaints, boosting customer satisfaction.
- Managed access control systems and provided technical assistance for security operations.
- Ensured clear, concise reporting and documentation handling.

Education

COMPUTER ENGINEERING TECHNOLOGY

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Graduated – 12/2023

Advanced Diploma (Seneca College - Toronto, ON)

- Recipient of **President's Honour List (4th Semester)**, Winter 2023
- Graduating GPA: **3.8**

Skills

TECHNICAL SKILLS:

- **Software Development:** C, C++, Python, JavaScript, C#, HTML, CSS, with development in Visual Studio.
- **Networking & Cybersecurity:** Cisco Technologies, VPN, Wireshark, Packet Tracer; Kali Linux and firewall setups.
- **Cloud Technologies:** AWS, Google Cloud Platform, VMware, Virtual Box for cloud and virtual management.
- **Engineering:** Microcontrollers (Raspberry Pi, Arduino, FreedomK64, ESP32), circuit design, PCB soldering; oscilloscope, signal generator, multimeter.
- **Software Proficiency:** MyApps, Adobe Creative Cloud, Microsoft 365, FileZilla, OrCAD, PADS, Putty, Visio, MCUExpresso.
- **Database Management:** SQL, MS Access, MySQL, and Oracle Database.
- **Operating Systems:** Windows, Mac OS, Android, iOS, Linux variants, and specialty systems like Raspberry Pi OS, Ubuntu, Mbed OS.

SOFT SKILLS:

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| • Adaptability & Multitasking | • Positive Work Attitude |
| • Communication | • Problem Solving |
| • Leadership | • Emotional Intelligence |

Projects

- **FACIAL RECOGNITION-BASED DOOR ACCESS SYSTEM** - Created a Facial Recognition-Based Door Access System Project using Raspberry Pi 4 as the primary microcontroller, integrating PIR Motion Sensor, real-time face comparison, LCD, LED, Solenoid Door Lock, Buzzer, Relay, and remote administration using Python-Flask based Website.
- **CAR RENTAL APPLICATION** - Developed a Car Rental Application in C# with Windows Forms, featuring user and admin controls for booking and management. The system uses an MS Access database for storage, offering an interactive and user-friendly interface with impressive graphics.
- **MAC LAB** - Successfully set up a Mac lab with 60 Mac Minis on an accelerated schedule due to project urgency.

Certifications

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| • CompTIA CertMaster Practice for A+ Core 1 | | December 9, 2021 |
| • CompTIA CertMaster Practice for A+ Core 2 | | April 5, 2022 |
| • CompTIA CertMaster Practice for Network+ | | April 17, 2022 |
| • CompTIA CertMaster Practice for Security+ | | Aug 11, 2023 |
| • Recognition of Peer Mentorship (SMILE) | | Dec 08, 2023 |