

# Arpit Sondhi

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## Professional Summary

IT professional with strong academic and experience in Computer Engineering Technology. Proven in service desk leadership, systems integration, network administration, and full-cycle software development. Skilled in troubleshooting, cloud infrastructure, scripting, and executing IT projects in POS systems and end-user onboarding.

## Skills

- Languages & Dev Tools:** C, C++, Python, JavaScript, C#, HTML, CSS, PowerShell scripting, Visual Studio
- Networking & Security:** Cisco Technologies, VPN, Wireshark, Packet Tracer, Kali Linux, firewalls, Active Directory
- Cloud, Virtualization & Databases:** AWS, Google Cloud Platform, VMware, VirtualBox, SQL, MS Access, MySQL
- Systems & Automation:** Scripting & automation skills for deployments, patching, and system tasks
- Hardware & Electronics:** Raspberry Pi, Arduino, ESP32, PCB soldering, oscilloscope, signal generator
- Software & Tools:** EasyVista, ServiceNow, TeamViewer, Remote Desktop, SharePoint, WebEx, Zoom, MS Teams, Entra, Intune, BeyondTrust, Kandji, Cisco Jabber, Apple Business Manager, MyApps, Adobe Creative Cloud, Microsoft 365, FileZilla, OrCAD, PADS, PuTTY, Visio, MCUExpresso
- Operating Systems:** Windows, macOS, Linux variants, Raspberry Pi OS, Ubuntu, Mbed OS, Android, iOS
- Soft Skills:** Leadership, Communication, Adaptability, Multitasking, Problem Solving, Emotional Intelligence
- Certifications:** Practice Certs – CompTIA A+ | Network+ | Security+ | SMILE Peer Mentorship

## Education

<b>Computer Engineering Technology</b>		Graduated – 12/2023
Advanced Diploma (Seneca Polytechnic College - Toronto, ON)		
<ul style="list-style-type: none"><li>Recipient of <b>President's Honour List (Winter 2023)</b></li><li>Graduating GPA: <b>3.8</b></li></ul>		

## Work Experience

<b>IT On-Site Technician (Contract)</b>		10/2024 to 06/2025
(Kyndryl-WPP -Toronto, ON)		
<ul style="list-style-type: none"><li>Provided on-site and remote support across WPP agencies for macOS and Windows systems</li><li>Managed tickets, SLA tracking, and troubleshooting using ServiceNow, LogMeIn Rescue, TeamViewer, Intune, Entra, BeyondTrust.</li><li>Handled device provisioning, onboarding/offboarding, and access management through Kandji, Okta, Apple Business Manager, and MFA solutions.</li><li>Supported user access requests, SharePoint permissions, and basic POS terminal troubleshooting.</li></ul>		

<b>Junior Technical Analyst</b>		02/2024 to 09/2024
(Cakes Technology – Richmond Hill, ON)		
<ul style="list-style-type: none"><li>Installed Cat6 and fiber optic cables, switches, network ports, Wi-Fi APs, cameras, TVs/monitors, Airtame devices, and Logitech Rally Bars at commercial sites</li><li>Worked in server rooms to deploy, configure, and maintain systems, hardware, and network infrastructure</li><li>Performed OS/application installations, firmware updates, patches, and system maintenance</li><li>Troubleshoot hardware, software, and connectivity issues; handled service requests and maintained technical documentation</li></ul>		

<b>ITS Service Desk Team Lead – Co-Op</b>		04/2022 to 01/2023
(Seneca Polytechnic College - Toronto, ON & Markham, ON)		
<ul style="list-style-type: none"><li>Led Service Desk operations across 4 campuses; managed ticketing systems, incident response, escalations, and SLA compliance.</li><li>Troubleshoot hardware/software issues, reimaged systems, and supported Xerox devices.</li><li>Maintained IT knowledge base and collaborated with senior staff on licensing and system upgrades.</li><li>Oversaw user access provisioning, identity management, onboarding training, and remote desktop support for students and staff.</li></ul>		

## Projects

- Facial Recognition Door Access:** Raspberry Pi 4, Python, Flask, PIR Motion Sensor, LCD/LED/Buzzer
- Car Rental App:** C# Windows Forms, MS Access backend with admin/user control system
- Mac Lab Setup:** Installed and configured 60 Mac Minis under an accelerated deployment timeline, leveraging automation tools