Arpit Sondhi

North York, ON | M3J 1W6
(647) 684-0143
Sondhiarpit143@gmail.com

https://www.linkedin.com/in/asondhi143/
https://asondhi143.github.io

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

Computer Engineering Technology | Graduated – 12/2023
Advanced Diploma (Seneca Polytechnic College - Toronto, ON)

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

Work Experience

IT On-Site Technician (Contract) | 10/2024 to 07/2025
(Kyndryl-WPP -Toronto, ON)

- Provided on-site and remote support across WPP agencies for macOS and Windows systems
- Managed tickets, SLA tracking, and troubleshooting using ServiceNow, LogMeIn Rescue, TeamViewer, Intune, Entra, BeyondTrust.
- Handled device provisioning, onboarding/offboarding, and access management through Kandji, Okta, Apple Business Manager, and MFA solutions.
- Supported user access requests, SharePoint permissions, and basic POS terminal troubleshooting.

Junior Technical Analyst | 02/2024 to 09/2024
(Cakes Technology – Richmond Hill, ON)

- Installed Cat6 and fiber optic cables, switches, network ports, Wi-Fi APs, cameras, TVs/monitors, Airtame devices, and Logitech Rally Bars at commercial sites
- Worked in server rooms to deploy, configure, and maintain systems, hardware, and network infrastructure
- Performed OS/application installations, firmware updates, patches, and system maintenance
- Troubleshot hardware, software, and connectivity issues; handled service requests and maintained technical documentation

ITS Service Desk Team Lead – Co-Op | 04/2022 to 01/2023
(Seneca Polytechnic College - Toronto, ON & Markham, ON)

- Led Service Desk operations across 4 campuses; managed ticketing systems, incident response, escalations, and SLA compliance.
- Troubleshot hardware/software issues, reimaged systems, and supported Xerox devices.
- Maintained IT knowledge base and collaborated with senior staff on licensing and system upgrades.
- Oversaw user access provisioning, identity management, onboarding training, and remote desktop support for students and staff.

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