Arpit Sondhi

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Professional Summary

IT professional with an Advanced Diploma in Computer Engineering Technology and hands-on experience in service desk leadership, IT support, network administration, and system integration. Skilled in troubleshooting, cloud infrastructure, ITIL-based service desk operations, scripting, onboarding/offboarding, knowledge base creation, and workflow optimization. Proven ability to resolve technical issues, streamline operations, and deliver efficient IT solutions in fast-paced environments.

Skills

- **Programming & Scripting:** C, C++, Python, C#, JavaScript, HTML, CSS, PowerShell, Bash, automation scripts
- **Networking & Security:** LAN/WAN, TCP/IP, DHCP, DNS, VPN, Firewalls, Cisco devices, Wireshark, Packet Tracer, Kali Linux, Active Directory, MFA
- **Cloud & Virtualization:** AWS, Google Cloud Platform, VMware, VirtualBox, cloud provisioning
- **IT Systems & Support:** Windows, macOS, Linux, Raspberry Pi OS, Ubuntu, Android, iOS, remote desktop, patch management, imaging, SLA compliance, ticketing, ITIL
- **Tools & Software:** ServiceNow, EasyVista, LogMeIn Rescue, TeamViewer, SharePoint, MS Teams, Intune, Entra, BeyondTrust, Kandji, Apple Business Manager, Microsoft 365, MyApps, Putty, Visio
- **Soft Skills:** Leadership, Team Coordination, Problem Solving, Communication, Multitasking, Adaptability, 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)

- Delivered on-site and remote IT support to 1,500+ employees across multiple WPP agencies.
- Managed tickets, SLA tracking, and issue resolution using ServiceNow, LogMeIn Rescue, TeamViewer, Intune, Entra, BeyondTrust.
- Handled device provisioning, onboarding/offboarding, and account access management with Kandji, Okta, Apple Business Manager, and MFA solutions.
- Performed troubleshooting for hardware, software, and network connectivity issues.

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

- Installed and configured network infrastructure: Cat6/fiber cables, switches, network ports, Wi-Fi APs, cameras, monitors, Airtame devices, and Logitech Rally Bars.
- Deployed and maintained servers, operating systems, software applications, firmware, and patches.
- Troubleshot hardware, software, and network connectivity issues; documented solutions for future reference.
- Assisted in maintaining IT inventory and asset tracking.

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

- Led service desk support operations for 1,500+ students and staff across 4 campuses, ensuring SLA compliance and timely incident resolution.
- Developed and maintained a comprehensive knowledge base for team members and future employees, improving ticket resolution efficiency and consistency.
- Managed user onboarding/offboarding, account provisioning, access management, and remote support.
- Collaborated with senior IT staff on licensing, system upgrades, and IT process improvements.

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