ARPIT SONDHI

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Professional Summary

Dedicated Computer Engineering Technologist with a proven record in service-oriented roles, blending expertise in software development, network engineering, system analysis, and IT consulting. Skilled in cloud technologies, cybersecurity practices, database management, and electronic engineering. Adept at leading IT projects and providing technical support with a comprehensive background from Seneca College's Computer Engineering Technology program.

Education

COMPUTER ENGINEERING TECHNOLOGY | 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 Proficiency:** EasyVista, Cisco Jabber, Cisco Finesse, Microsoft Office Suite, Adobe Creative Cloud, VMware, Virtual Box, OrCAD, WireShark, etc.
- **Software Development:** C, C++, C#, Python, HTML, CSS, JavaScript,
- **Networking & Cybersecurity:** Configuring and managing network solutions, Cisco technologies, and handling security protocols and diagnostic tools.
- **Systems & Microcontrollers:** Windows, Mac OS, Unix, Linux, Android, iOS, Raspberry Pi OS, Kali Linux, FortiOS, Ubuntu, Fedora, Arduino, Mbed OS, etc.
- **Frameworks, Libraries, & Cloud Technologies:** Pandas, NumPy, Matplotlib, Flask, React JS, OpenCV, with knowledge in cloud infrastructure.
- **Database Management:** SQL, MS Access, MySQL, Oracle.
- **Diagnostic & Troubleshooting**: Expertise in end-to-end technical assistance and user support.

SOFT SKILLS:

- **Adaptability & Multitasking:** Quick adaptability, efficient multitasking, logical decision-making.
- **Communication:** Strong at articulating technical concepts in accessible language.
- **Leadership:** Demonstrated ability to guide teams toward achieving collective goals.
- **Positive Work Attitude:** Consistently constructive, promoting positive team dynamics.
- **Problem Solving:** Exceptional at identifying issues and implementing innovative solutions.
- **Emotional Intelligence:** Skilled in self-awareness and empathy, enhancing team cohesion and conflict resolution.

Work History

ITS SERVICE DESK TEAM LEAD – **Co-Op** | 09/2022 to 01/2023

(Seneca College - Toronto, ON)

- Led the Service Desk team and managed IT Technologists staff across 4 Seneca campuses.
- Performed advanced software troubleshooting and handled multiple team escalations.
- Dealt with special Dual Credit students and associated team managers.
- Collaborated with Senior IT Technicians and Licensing teams for software troubleshooting.
- Handled loaning of items, including laptops, flex carts, microphones, eco pens, eco notebooks, etc. while managing inventory, including ordering and shipping supplies.

ITS SERVICE DESK TEAM LEAD – **Co-Op** | 04/2022 to 08/2022

(Seneca College - Markham, ON)

- Utilized EasyVista for handling the ticketing system and Cisco Jabber and Finesse for the calling system.
- Managed the knowledge base and provided technical assistance to students and employees.
- Managed inventory and supplies and maintained Xerox and OneCard machines.
- Upgraded/reimaged workstations and podium PCs and performed on-desk duties.

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

- 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