

# 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.

## 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:

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

## Education

COMPUTER ENGINEERING TECHNOLOGY

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Graduated – 12/2023

Advanced Diploma (Seneca Polytechnic College - Toronto, ON)

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

## Work Experience

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

04/2022 to 01/2023

(Seneca Polytechnic College - Toronto, ON &amp; Markham, ON)

- Led the Service Desk team across four Seneca campuses, managing IT Technologists and resolving escalations.
- Handled ticketing with EasyVista and communications using Cisco Jabber and Finesse.
- Performed advanced troubleshooting for hardware, software, and specialized systems, supporting thousands of students and staff.
- Collaborated with senior teams on software licensing issues and maintained the IT knowledge base.
- Managed IT inventory, devices like Xerox and OneCard systems, and upgraded/reimaged workstations and podium PCs.

### IT ON-SITE TECHNICIAN (CONTRACT)

10/2024 to current

(Kyndryl-WPP - Toronto, ON)

- Provided IT support across multiple WPP agencies, including GroupM, Ogilvy, Wunderman Thompson, Hill+Knowlton, VML and others, ensuring seamless technical operations.
- Utilized ServiceNow for ticketing, LogMeIn Rescue Console for remote troubleshooting, and tools like Microsoft Intune and Entra for inventory and access management.
- Administered user accounts and systems using BeyondTrust, Kandji, and Apple Business Manager, resolving technical issues across macOS and Windows platforms.
- Managed device provisioning for onboarding and offboarding, laptop replacements, and software installation, troubleshooting, and fixes to ensure business continuity.
- Delivered comprehensive on-site and remote support for hardware, software, and network issues, while documenting workflows and incidents to enhance team efficiency.

## Projects

- **FACIAL RECOGNITION-BASED DOOR ACCESS SYSTEM** - Created a Facial Recognition-Based Door Access System using Raspberry Pi 4 (microcontroller), PIR Motion Sensor, real-time face comparison, LCD, LED, Buzzer, 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 that uses an MS Access database for storage, offering an interactive and user-friendly interface.
- **MAC LAB** - Successfully set up a Mac lab with 60 Mac Minis on an accelerated schedule.

## Certifications

- |   |  |                |
|---|--|----------------|
| • CompTIA CertMaster Practice for A+ Core 1 & 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   |