

# Arpit Sondhi

North York, ON | M3J 1W6

(647) 684-0143

[Sondhiarpit143@gmail.com](mailto:Sondhiarpit143@gmail.com)

<https://www.linkedin.com/in/asondhi143/>

<https://asondhi143.github.io>

## Professional Summary

IT professional with strong academic and hands-on 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 fast-paced environments—including 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, device provisioning, and system tasks
- **Hardware & Electronics:** Raspberry Pi, Arduino, ESP32, PCB soldering, oscilloscope, signal generator
- **Software & Tools:** EasyVista, ServiceNow, 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
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Advanced Diploma (Seneca Polytechnic College - Toronto, ON)

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

## Work Experience

<b>Junior Technical Analyst</b>		05/2025 to Present
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(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
- Troubleshoot hardware, software, and connectivity issues; handled service requests and maintained technical documentation

<b>IT On-Site Technician (Contract)</b>		10/2024 to 02/2025
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(Kyndryl-WPP -Toronto, ON)

- Provided on-site and remote support across WPP agencies (GroupM, Ogilvy, VML, etc.) for macOS and Windows systems, ensuring business continuity.
- Managed tickets, access, and troubleshooting using ServiceNow, LogMeIn Rescue, Microsoft Intune, Entra, and BeyondTrust.
- Handled device provisioning, onboarding/offboarding, and technical resolutions through Kandji and Apple Business Manager.
- Supported user access requests and basic POS terminal troubleshooting in a distributed agency environment.

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

- Led Service Desk across 4 campuses; managed tickets, escalations, and trained junior technicians.
- Troubleshoot 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 and conducted onboarding training for new 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 60 Mac Minis under an accelerated deployment timeline