Arpit Sondhi

North York, ON | M3J 1W6

(647) 684-0143

Sondhiarpit143@gmail.com

LinkedIn: https://www.linkedin.com/in/asondhi143/

Portfolio: https://asondhi143.github.io

Professional Summary

IT professional with an Advanced Diploma in Computer Engineering Technology and hands-on experience in IT support, service desk leadership, networking, cloud infrastructure, AV systems, and software development. Skilled in troubleshooting hardware, software, and network issues across Windows, macOS, Linux, and mobile platforms. Experienced with Active Directory, MFA, imaging, endpoint management tools, and ticketing systems. Proficient in scripting and automation (PowerShell, Bash, Python, C#, C++), onboarding/offboarding, documentation, knowledge base creation, process improvement, and workflow optimization. Proven ability to resolve technical issues, streamline operations, and deliver efficient IT solutions in fast-paced corporate and academic environments.

Skills

- **Programming & Scripting:** Python, PowerShell, Bash, C#, C, C++, JavaScript, HTML, CSS, 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
- **Operating Systems & IT Support:** Windows 10/11, macOS, Linux (Ubuntu, Raspberry Pi OS), Android, iOS, remote desktop support, imaging, patch management, endpoint management, system upgrades, backup & recovery, SLA compliance, ITIL, ticketing, hardware diagnostics, AV/meeting room support, network printing, software deployment, classroom/lab tech setup
- **Tools & Software:** ServiceNow, EasyVista, LogMeIn Rescue, TeamViewer, MS Teams, SharePoint, Intune, Entra, BeyondTrust, Kandji, Apple Business Manager, Microsoft 365, MyApps, Putty, Visio, Jamf, Box, Slack, Crestron, projector/AV control software, video conferencing systems, IT asset management, SCCM, configuration management
- **Soft Skills:** Leadership, Team Coordination, Problem Solving, Communication, Multitasking, Adaptability, Emotional Intelligence

Education

Computer Engineering Technology | Graduated – 12/2023

Advanced Diploma (Seneca Polytechnic College - Toronto, ON)

- Recipient of **President's Honour List (Winter 2023)**
- Graduating GPA: **3.8/4.0**

Work Experience

Admissions Call Center (Part-time) | 07/2025 to Current

(Centennial College -Toronto, ON)

- Handle inbound calls and emails from prospective and current students regarding admissions, program eligibility, application procedures, and documentation requirements.
- Guide students through the application and enrollment process, ensuring clarity, accuracy, and smooth system navigation.
- Provide technical support for student-facing systems, including troubleshooting login issues, portal navigation, and Microsoft 365 applications used in admissions.
- Maintain detailed records of student interactions, inquiries, and follow-ups in internal systems.
- Coordinate with admissions and administrative teams to resolve complex student issues and provide timely responses.
- Assist with scheduling and supporting virtual and in-person information sessions and orientation events, including basic AV setup for presentations.

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, efficiently resolving hardware, software, network, and peripheral issues.
- Managed tickets, SLA tracking, and incident resolution using ServiceNow, LogMeIn Rescue, and TeamViewer, ensuring timely support and adherence to ITIL standards.
- Provisioned and configured desktops, laptops, mobile devices, printers, and meeting room AV systems, including video conferencing equipment, cameras, and projectors.

- Handled onboarding/offboarding, account provisioning, access management, and MFA setup across Windows, macOS, and mobile platforms.
- Performed imaging, patch deployment, and endpoint management using Microsoft 365, Okta, Kandji, Apple Business Manager, Intune, Entra, and BeyondTrust.
- Created and maintained technical documentation, standard operating procedures, and knowledge base articles to streamline support and improve team efficiency.

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

- Installed, configured, and maintained network infrastructure including Cat6/fiber cabling, switches, keystoned ports, and Wi-Fi access points across multiple client sites.
- Mounted and integrated audiovisual systems including projectors, TVs, cameras, Logitech Rally Bars, and Airtame devices, performing safe installations using ladders, power tools, and cable management techniques.
- Deployed servers, operating systems, software applications, firmware, and patches in Windows and Linux environments; troubleshot hardware, software, and endpoint issues while ensuring SLA compliance.
- Managed IT inventory, asset tracking, and lifecycle updates; created documentation for network and AV deployments.
- Supported video conferencing setups, client training, and on-site troubleshooting to ensure seamless AV and collaboration system operations.

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

- Led service desk operations supporting 30,000+ students and 1,500+ staff across 4 campuses, providing in-person, remote, phone, and email IT support.
- Managed high-volume tickets using EasyVista (handled an average of 150+ tickets, 40+ calls, 60+ emails, 50+ walk-ins daily), ensuring SLA compliance and incident resolution.
- Supervised, trained, and mentored service desk staff; developed and maintained a knowledge base, technical documentation, and workflow processes.
- Administered onboarding/offboarding, account provisioning, Active Directory, MFA, imaging, and endpoint management across Windows, macOS, Linux, and mobile devices.
- Supported AV and classroom/lab technology, including Crestron systems, projectors, flex carts, video conferencing, and academic projects (dual credit student program, convocation, open house).
- Collaborated with senior IT staff on licensing, system upgrades, ITIL-aligned service delivery, and process improvement; provided user training on Teams, SharePoint, Microsoft 365, and remote desktop tools.

Projects

- **Facial Recognition-Based Door Access System** – Designed and implemented a secure Raspberry Pi-based facial recognition access system; integrated with Python scripts and camera modules for real-time monitoring.
- **Car Rental Application (C#)** – Developed a functional desktop application handling reservations, user management, and database integration (MySQL).
- **Mac Lab Setup** – Configured and deployed 80+ Mac Minis for academic labs, implementing imaging, software installation, and network integration.
- **Web Portfolio** – Built a responsive portfolio using HTML, CSS, JavaScript with interactive UI, light/dark themes, and Arpitron, a custom chatbot showcasing my skills and projects.
- **Elections Canada Workstation Deployment** – Set up and imaged 100+ workstations daily for three weeks. Inspected and assembled all components (keyboard, mouse, charger, monitor stand), applied custom Elections Canada OS image, tested hardware/software functionality, and repackaged devices for deployment.

Certifications

- **CompTIA CertMaster Practice** – A+ Core 1 & 2 | Network+ | Security+
- **Seneca Polytechnic** – President's Honour List
- **Seneca Polytechnic –** Recognition of Peer Mentorship (SMILE Program)
- **Workplace Safety Certifications** (Fall Protection, Ladder Safety, Personal Protective Equipment, Health & Safety Awareness for Workers, Violence and Harassment for Workers, WHMIS 2015)
- First Aid & CPR Level C
- G License with Personal Vehicle