# CHIRAG BARANDA

Desktop Support Technician , Full-time

Resourceful entry-level technical specialist committed to performing assigned tasks while working in a fast-paced environment. A recent Graduate student from Mohawk College with 80 GPA with experience of technical support specialist - L2 at Canadian Tire Financial Services. Highly adept in systems analysis diagnostics and troubleshooting and conflict resolution. Exhibits excellent organizational and problem-solving skills. Works well in team environments and displays a strong work ethic.

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github.com/chiragmb96

## SKILLS

Proficient Troubleshooter : Hardware and Software    Office 365 Application and Administrator    Passion to share knowledge

Creative thinker    Observant to seek new opportunities    Outstanding Customer Service Experience    Excellent Team Player

Good written and communication skill    Experience in Configuration Console Management    Excellent time management

Administrative    Ability to work under pressure    Self-Learner    Ability to work with Vendors    Virtualization    User Training

## WORK EXPERIENCE

### Technical Support Advisor
### Concentrix

03/2020 - 05/2020                                                                                                    Hamilton, ON

*Responsibilities*

- Ensure service delivered to our customers meets contractual Key Performance Indicator ('KPIs').
- Clarify customer requirements; probe for understanding, use decision-support tools and resources to resolve customer issues that are non-standard/unstructured and require some clarification or conceptual thinking.
- Listen attentively to customer needs and concerns, demonstrate empathy while maximizing the opportunity to build rapport with the customer.
- Greet customers in a courteous, friendly, and professional manner using agreed-upon procedures.
- Maintain broad knowledge of client products and/or services.
- Prepare complete and accurate work including appropriately notating accounts as required.
- Participate in activities designed to improve customer satisfaction and business performance.
- Track, document and retrieve information in call tracking database.

### Technical specialist
### Canadian Tire Financial Services

01/2019 - 08/2019                                                                                                    Welland, ON

*Achievements/Tasks*

- Responsible for monitoring and addressing incoming incident tickets for any and all of our users, both onsite and occasionally remotely
- Fulfillment of requests for hardware and software; deployment, configuration and support of the technology during its life-cycle
- Assisting with tech-related projects throughout the organization
- Intra-campus support – required to work onsite and occasionally in other buildings
- Hardware asset tracking and management – inventory and receiving of products
- Well experienced with Active Directory, SCCM, Azure AD, Mobile Device Management, vSphere VM Creation and Deployment, Citrix
- Experienced in Windows-10 and Office-365 Migration projects, User training and testing
- Achieved knowledge for scripting to make tasks easier, Learned Query language for SCCM

## TECHNICAL SKILLS

| | |
|---|---|
| **Ticketing system** | Service Now, Basic knowledge of JIRA |
| **Administrator Tools** | Microsoft Active Directory, Microsoft Azure, Microsoft System Center Configuration Manager (SCCM), Mobile Device Management (MDM) |

# TECHNICAL SKILLS

| | |
|---|---|
| Virtual machine support | VMWare, Citrix, vSphere |
| Operating system | Windows XP/Vista/7/8/8.1/10 and Server , Linux Cent OS/Ubuntu |
| Scripting | Basic Bash Scripting, Basic Power shell |
| Programming Language | Java, HTML, CSS, PHP, JavaScript, Python, C/C++, C# .Net |
| Hardware | Computers, Laptops, Printers, Mobile : iPhone and Android |

# PERSONAL PROJECTS

### Web Portfolio (08/2020 - Present)
- Created a personal Web-Portfolio
- https://chiragmb96.github.io/Web-Portfolio/

### Facial Recognition (08/2020 - Present)
- Used Python, Open CV, Haar Cascade and Deep Learning
- Using Open CV created program that detect faces after learning from Haar cascade XML
- Used Deep Learning to train a face model and created YML output file
- Using YML File, Program check with face data in current frame for Face match

### Tourist Helper Web App (09/2019 - 12/2019)
- A responsive web application designed for a tourist using following technologies - HTML | Bootstraps | Bing-Map | Yelp API
- Application allow user to find various places as per search criteria i.e Restaurants , Accommodation , Events, Hospitals and Police Station
- Application was designed to rate various places, like and comment from Tourist

### Batch Scripts (01/2019 - 08/2019)
- Force Group Policy update , Renaming Devices on server
- Install/uninstall list of software on single click of script
- Make a list of installed software from device on server
- Resetting internet connection, Map network Drives
- PS Script :Pin-Unpin Applications from Desktop/Start Menu for set of applications

### Educational Projects (09/2017 - 12/2019)
- Dice Game using React.js
- Paint Program using exception handling, event handlers, graphics, Java FX GUI components, inheritance, array list, polymorphism and implementation of both abstract and concrete classes
- Website Testing using Katalon Recorder
- Java Data structure and algorithm, Battleship strategy improvement
- Currency Conversion Using PHP
- PHP Data-validation and CRUD operation on Database
- Windows Application using C# .Net

# EDUCATION

## Diploma in Computer system technician - Software Support
## Mohawk College
*09/2017 - 12/2019*                                    *Hamilton, ON*
*Courses*

- Programming in Java, .Net, Python
- Object Oriented Systems, Database Theory
- Introduction To Networking
- Business Fundamentals for IT and Project Management
- Mathematics for Computer Studies,Discrete Math & Statistics
- HTML & CSS , PHP & JavaScript, React.Js , Bing Map, API
- Data Structures and Algorithms
- Computer Training & Technical Writing
- Introduction To Systems Analysis And Design
- Software Quality & Testing

## Bachelor's Degree in Computer Engineering
## L. D. College of Engineering
*08/2013 - 04/2017*                                    *Ahmedabad, INDIA*
*Courses*

- Computer programming and utilization
- Design Engineering, Compiler Design
- Object Oriented Programming using C++ and JAVA
- Theory of Computation, Microprocessor and Interfacing
- AI, Information and Network Security
- Calculus, Ordinary differential equation
- Operating system, System Programming
- Analysis and Design of Algorithm
- Computer Networks and Computer Organization
- Mobile Computing and Wireless Communication

# CERTIFICATES

DIPLOMA IN COMPUTER MULTILINGUAL PROGRAMMING
 (04/2015)