

# DIGNESH SOLANKI

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## EDUCATION

**Bachelor of Science Honours Computer Science with Software Engineering Specialization Co-op** Jan 2024 - May 2027  
University of Windsor Grade 3.7/4.0

**Diploma, Computer Systems Technician** Sep 2019 - Apr 2021  
Loyalist College Grade 3.3/4.0

## EMPLOYMENT EXPERIENCE

**IT Support Client Services (Co-op)** Apr 2025 - Dec 2025  
University of Windsor Windsor, ON

- Provided **Tier-1 and Tier-2 technical support** by troubleshooting hardware, software, peripherals, and network connectivity issues.
- **Deployed and configured corporate laptops and devices** for new hires, including Windows setup, application installation, and **Intune/Autopilot enrollment**.
- Supported **new-hire onboarding** and user account management using **Active Directory and Microsoft Entra ID**, including access and password resets.
- Installed, configured, and supported **Windows systems and peripheral devices** such as printers and scanners.
- Assisted with **software deployments, system upgrades, and hardware rollouts** following IT and security standards.
- Created and maintained **technical documentation, asset inventories, and ticket records** using TeamDynamix.

**Production Team Leader** Apr 2021 - Jan 2024  
Aptyx (Globalmed Inc.) Trenton, ON

- Led production team, optimizing workflows and enhancing efficiency. Implemented lean manufacturing principles, resulting in substantial cost savings and improved quality.
- Fostered a culture of teamwork and continuous improvement. Mentored team members, driving skill development and cross-functional collaboration for enhanced productivity.
- Spearheaded process innovations, introducing automation solutions that streamlined operations.

## PROJECTS

**Work Hours tracker** Jan-2026

- Designed and developed a browser-based work hours tracking application using HTML, CSS, and JavaScript
- Implemented weekly hour calculations and categorization by person and workplace
- Used browser Local Storage to persist user data without a backend
- Improved personal productivity by maintaining accurate work logs offline

**Haunted Library – 3D Java Game** Winter 2024

- Built a 3D game using Java and Java 3D concepts.
- Wrote most of the core code using OOP logic, including game logic, player movement, and object interactions.
- Worked with transformations, lighting, collision handling, and performance optimization.

**Student Management System (Java, MySQL)** Dec 2025

- Developed a Java application with CRUD functionality using JDBC.
- Designed a normalized database schema and wrote functional test cases.

## TECHNICAL SKILLS

- **Operating Systems:** Windows 10/11, Windows Server, Linux/UNIX, macOS
- **Microsoft & Collaboration Tools:** Microsoft Office 365 (Word, Excel, PowerPoint), Teams, OneDrive, SharePoint
- **Enterprise & IT Management:** Active Directory, Microsoft Entra ID, Intune, ServiceNow, TeamDynamix Ticketing
- **Virtualization & Systems:** Virtual Machines, VM access and configuration (basic)
- **Networking (Fundamentals):** LAN/WAN concepts, TCP/IP, DNS, DHCP, subnetting
- **Frameworks & technologies:** React, Node.js, Rest APIs, FastAPI
- **Programming & Databases:** Java, C, Python, SQL, MySQL, MongoDB