

**Ayushi Patel**

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## ***Objective***

A competent IT technician with a track record of high performance, possessing a keen analytic problem-solving ability shaped by coursework, certificates, and work experience. Offer specialized technical assistance to clients, ensure hardware and software upkeep while adhering to established protocols and procedures. Pay close attention to detail, has a professional demean and can excel in a team environment.

## ***Technical Skills***

- Troubleshooting of common software, hardware and community problems
- Physical, logical and network security concepts
- Cloud networking architecture, virtualization
- Create basic network plan
- Data analysis – statistical analysis, database management
- Remote management of tasks and helpdesk support

## ***Core Competencies***

- Understanding of technologies and principles within work area
- Follow script and execute tasks accordingly
- Assess performance issues
- Fluent in English with sound presentation skills
- Experience in providing satisfactory customer service

## ***Experience***

**Fenland District Council**

March 19 – June 19

### **ICT Support Assistant**

- Involved migration of workstations to windows 10 by following complex instructions and delivering them to customer desk
- Worked as a first- and second-line support for operational queries
- Expertise over office 365 & active directory environment
- Advance knowledge on database systems

**MM UK**

July 17 – September 17

### **Finance Assistant**

- Deal with regular financial transactions of the business
- Interpretation of graphs and charts, written in report to present to manager and various stakeholders
- Familiar working in financial environment

## ***Education & Certifications***

### **ITCertify**

- ITIL Foundation
- Microsoft 70-697
- CompTIA A+ 220-1001, 220-1002, 220-1101, 220-1102
- IT Fundamentals
- Cisco 200-301
- CompTIA Cloud+
- CompTIA Network+

### **Cromwell Community College 2016 – 2020**

#### **A Level Grades:**

- Business Studies – Distinction\*
- IT – Distinction
- Psychology – A\*

## ***Trainings & Awards***

- Cambridge Nationals Extended Certificate in IT – 2019-2020
- Certificate for IT user skills in open systems and enterprise – 2018
- Cambridge nationals Certificate in IT – 2018
- Work experience outstanding award by MM UK
- One of the employers from Fenland District Council said - “I worked well among all the team members and was courteous. The effort and work that I put forward has allowed them to get closer to completion of their project

## ***Hobbies***

- Explore photo/video editing applications such as Adobe
- Explore newest technologies
- Yoga and exercise
- Playing sports (Badminton, Cricket, Volleyball)

*Young Passionate with Ever Positive Attitude*