

# AAYUSH TRIVEDI

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## EDUCATION

Lambton College

**Wireless Networking - Post Graduate Diploma**

January 2023 - August 2024

Charotar University of Science And Technology

**Electronics and Communication Engineering - B. Tech**

January 2018 - December 2022

## EXPERIENCE

Queen's College of Business, Technology & Public Safety, Mississauga, Ontario

### Information Technology Analyst

September 2024 – Present

- Delivered first-line technical support for computer systems, networks, and mobile devices, ensuring prompt and effective issue resolution.
- Collaborated with cross-functional teams to troubleshoot complex issues and escalated incidents when needed.
- Managed multiple IT assets and tracked incidents using Jira and osTicket, achieving 100% SLA compliance and improving ticket resolution times by 15%.
- Contributed to process improvement initiatives, enhancing service delivery and customer satisfaction.

### Campus IT support

August 2023 – August 2024

- Managed IT asset procurement, deployment, and inventory, maintaining optimal functionality and availability.
- Developed and maintained documentation for IT procedures, supporting knowledge-sharing and operational efficiency.
- Utilized Jira and osTicket to track and resolve incidents and service requests, meeting established SLAs.
- Organized and led IT workshops, fostering student engagement with college technology resources

## SKILLS

- Operating Systems: Advanced in Windows, macOS
- ITSM Tools: Jira, osTicket
- Computer hardware support
- Client Support & Communication: Effective in explaining technical concepts to non-technical users
- Productivity Suites: Office 365, Google Suite
- Asset Management
- Process Improvement and Documentation
- Network & System Troubleshooting: Expertise in diagnosing and resolving technical issues

## CERTIFICATES AND TRAINING

Career Essentials in System Administration by Microsoft and LinkedIn	03 - 2024
Jira: Basic Administration	11- 2023
Learning Network Troubleshooting	09 - 2023
The Bits and Bytes of Computer Networking	06 - 2022
Technical Support Fundamentals	07 – 2021

## PROJECT

- Reconfigured campus systems for optimal performance and added new systems as needed.
- Automated regular documentation tasks to streamline processes and reduce manual work.
- Conducted Excel training sessions to demonstrate useful features and improve user productivity.