Kunj Patel
IT Support Specialist

kunjpatelx@gmail.com

Highly motivated IT professional with over 5 years of experience in IT support and software deployment. Skilled in managing full lifecycle software deployments, including planning, testing, execution, and monitoring. Strong troubleshooting abilities, expertise in Azure Cloud and Active Directory, and a focus on compliance. Excellent communication skills with a track record of collaborating effectively with cross-functional teams.

SKILLS

- Software Deployment and Patch Management (Jamf)
- Troubleshooting proficiency
- ServiceNow, JIRA
- Azure Cloud, Active Directory Management
- Deployment Tools: Jamf, Intune

- TCP / IP, UDP, ICMP, DNS, DHCP
- Windows System Administration
- Technical Documentation
- Excellent Communication and Interpersonal Skills

EXPERIENCE

Bioscript Solutions, Moncton, NB- *IT Support Specialist Tier 2*
February 2024 - November 2024

- Communicated with Bioscript Pharmacy, Coverdale Clinic and Registered Field Nurses in-person and remote channels to resolve computer and application issues, providing direct user support and system troubleshooting.
- Troubleshoot and diagnose alongside Tier 1, System Administrators and Network Administrators - hardware, software, and network problems, ensuring quick resolution and minimal downtime.
- Provide support for system repairs and upgrades, replacing computer parts as necessary and following provided diagrams and instructions to address faults.
- Assist with the roll-out of new applications, updates, and system configurations, ensuring compatibility and smooth deployment across the organization.
- Set up and configure new user accounts and profiles, managing password issues through Microsoft Active Directory (AD) and the Microsoft O365 platform.

- Prioritize and manage multiple open support tickets, ensuring that all issues are tracked and resolved within the appropriate timelines.
- Support the onboarding and offboarding processes for new employees, ensuring they have the necessary access and resources to perform their roles.
- Research, test, and evaluate new technologies, business processes, and software tools to improve operational efficiency.
- Maintain accurate and up-to-date procedural documentation and reports to support ongoing IT operations and user troubleshooting.
- Ensure compliance with patient safety reporting requirements by accurately documenting and reporting adverse events as per organizational standards.
- Collaborate with cross-functional teams to resolve complex issues and support overall business objectives.

Majorel, Waterloo, ON- *IT Support Specialist / Deployment Administrator*
September 2020 - February 2024

- Managed full lifecycle of workstation image creation, testing, and deployment for Windows and Mac systems.
- Developed and implemented deployment plans for software updates, ensuring minimal disruption to end-users.
- Key role in maintaining corporate software standards and conducting compliance reviews.
- Monitored and troubleshooted software deployments to ensure proper functionality post-deployment.
- Coordinated with stakeholders for successful deployment and upgrades of workstations.
- Provided cloud support for Azure and managed Azure Active Directory, including user creation and domain management.
- Handled ticket resolution via ServiceNow and Solve-IT Platform, serving as an escalation point for complex issues.
- Supported operational upgrades and applied identified fixes to maintain compliance.
- Responsible for successful deployment and upgrades of workstations.
- Perform computer management and system administration activities.

OV Infotech, Ahmedabad, IN- *Support Specialist*
January 2016 - February 2018

- Acted as the first point of contact for customer technical inquiries and provided comprehensive hardware and software support.
- Managed multiple tickets efficiently using Zendesk, ensuring timely resolution of issues.
- Conducted software deployments and provided end-user training on client services.
- Identified and implemented process improvements, enhancing overall support efficiency.
- Supported iOS devices, including installations, backups, and general queries.

EDUCATION

Conestoga College, Kitchener, ON - *Enterprise Content Management*
May 2019 – August 2020

GLS University, Ahmedabad, IN- *Bachelor of Computer Applications*
June 2015 – April 2018