MAITHIL PATEL
Charlottetown PEI, Canada

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SUMMARY

Dedicated IT support professional currently providing first and frontline IT support. Skilled and proactive in resolving problems with robust communication skills and a strong moral compass. A quick thinker, multi-tasker, and committed individual who meet constant deadlines and takes ownership of support requests while maintaining positive customer and end-user relationships and dealing with tight deadlines and challenging situations. Troubleshoot, resolve, and document user help requests for desktops, laptops, mobile, and networks.

TECHNICAL SKILLS

- Platform   :   Windows, Unix, Linux, Mac OS, Kali Linux, iOS, Android
- Networking   :   LANs, WANs, TCP/IP, OSI, VoIP, DNS, SIP, PBX, VPN, Polycom, PBX
- Tools   :   Wireshark, BurpSuite, Metasploit, NMap, OWSAP Zed
- Excellent problem solving and analytical skills along with good time management
- Pursuing security certificate CompTIA Security + and have a basic understanding of security concepts
- Other:
  - Technical Troubleshooting
  - Office 365
  - Audio and Web conferencing technologies
  - IT Infrastructure & Performance training
  - Voice Service Administration
  - System Upgrade and optimization
  - Security, Backup and Recovery solutions
  - Video conferencing systems
  - Hardware configuration and installations
  - Active directory

EXPERIENCE

NETDATA SYSTEM IT. CONSUNLTING| DESKTOP SUPPORT   **CONTRACT**
- Configured desktops for clients as per the accessibility of each employee of the client and restricting access to unnecessary data.
- Provided support and maintained all the configured desktops and performed troubleshooting for the resolution of the issue when needed.
- Set up VoIP phones, printers, scanners on the client's network and making sure that none of the ports are open which can make any of the devices vulnerable to open Internet.
- Provided security training and information to the client's employee for phishing emails, vishing and basic security challenges faced by employees.

HGS – HINDUJA GLOBAL SERVICES| TECHNICAL SUPPORT REPRESENTATIVE   **JAN 2020 - PRESENT**
- Diagnosed and resolved technical hardware and software issues involving Hi-speed internet connectivity
- Provided appropriate solutions to end-users by identifying problems, researching answers, guiding the client through correct steps and also going an extra mile to help customers whenever needed

EDUCATION

Computer Systems Technician – Software Engineering   **GPA – 3.4 / 4.0**
Sheridan Institute of Technology and Advanced Learning, Oakville, ON   **Jan 2018 – Aug 2019**

CERTIFICATIONS

CompTIA Security +   **In Progress**
Certified Ethical Hacker (CEH)   **In Progress**