

Miten Patel

Toronto, Canada mitenpetal@gmail.com 647-705-3168

PROFILE

Solutions-focused professional combines background in network administration with hands-on experience in technical support and customer service. Well-versed in application research, system backups, creation of user accounts, as well as troubleshooting a wide array of IT issues on several legacy computer networking platforms.

Looking to contribute strengths with demonstrated experience in:

▪Network Administration ▪Troubleshooting ▪Technical Support ▪System Administration
▪Support Engineer ▪IT ▪Project Management ▪Security Solutions ▪AWS Cloud

- Experienced in working Network topology environment with various tasks using TCP/IP concepts.
- Maintaining and installing Linux tools for users and keeping Linux servers in check for usage.
- Engaged in client implementation processes and procedures in a leveraged multiclient environment.
- Overall Project management in terms of effort estimations and technical guidance on Jira platform.
- Diagnosing and repairing computer hardware and software issues.
- Worked with Program Managers to keep projects on track and under budget, by performing functions like requirements gathering, designing scope of work and creating Bill of Materials for hardware that is require for projects.
- Managing Azure AD and performing roles such as SharePoint Administration, Intune Admin, Helpdesk Administrator, Identity Governance Administrator, Exchange Administrator, Cloud Application Administrator and Teams Administrator.
- Improved network performance and security through implementing VLANs, port security and using Cisco Symantec internet security to lower vulnerabilities by some percentage.
- Responsible as a first point of contact for the entire Toronto office, along with resolving issues of internal and external users in prompt manner, issues of both hardware and software.
- Developed SharePoint ticketing system using windows 2016,2012 servers, also Email system and web sharing for multiple users. DNS used for web server for multiple logins.
- Trained new employee on systems, software and services.
- Troubleshoot network connectivity issues, routing, DNS, DHCP, Authentication, etc.
- Complied and supported network documentation when performing network assessments.
- Ensured clients not simply got something fixed but had a thoroughly enjoyable experience with guaranteed solutions using our services.
- Charged with analyzing the configuration of all network TDM and VOIP based equipment.

SKILLS

- Cloud Technologies
- Phone & Email Technical Support
- IT Service Management (ITSM) Software
- Communication & Interpersonal Skills
- Creative Thinking Skills
- Budgeting and Cost Control

Certification

- Az-400
- Jira Administration
- CCNA

Professional Experience

Application Support Engineer

AlphawaveSemi | Toronto, Canada

Feb 2023 – Present

- Working with Jira ticketing system and ManageEngine to handle ticket flow.
- Experiment with Device management with Intune and had setup automation in Intune for new hires.
- Mainly involved in ordering devices for company-wide, working with Softchoice for licenses for microsoft.
- Looking after AzureAD in every aspect. Ex Exchange, SharePoint, Intune, Identity governance, Helpdesk.
- Configure Jira workflows, screens, field configurations, issue types, and permissions to align with business requirements.
- Created HR ticketing system from scratch and created IntraWeb for company.
- Experienced in Automation for Jira for different flow to improve for company clients also managing security for Jira.
- Extensive experience in Jira administration, including installation, configuration, and customization of Jira instances.
- Solid understanding of Jira plugins and add-ons, with the ability to evaluate and implement suitable solutions.
- Supports the change and release management process including defining release strategy & activities for change projects, service readiness & acceptance and service transition.
- Excellent communication and collaboration skills, adept at working with cross-functional teams and stakeholders.
- Responding urgent issue on prompt manner also on weekends and holidays.

System Support Analyst

AlphawaveSemi | Toronto, Canada

Nov 2019 – Feb 2023

- Proven ability to diagnose and resolve complex hardware and software issues on time.
- Conducted training sessions to educate users on IT policies, procedures, and best practices.
- Managed user accounts, permissions, and access controls.
- Complete setup supported start-up company as in setting up the systems from beginning to end. Ex like Azure AD, Jira Projects, Standard Phone system(3CX), SmartSVN, FTP.
- Worked in securing company devices with Azure Security by improving policies and Exchange email filters.
- Ensure the availability, integrity, and security of IT systems and data through effective risk management and compliance measures.
- Extensive experience in managing and leading end-to-end IT operations in diverse environments.
- Review and execute failure response, disaster recovery and business continuity plans to ensure adequate recovery time and to minimize any disruptions.
- Collaborate with cross-functional teams, including developers and DevOps Teams, to escalate and resolve critical issues.

Network Support Specialist

Dynacare / Brampton, Canada

April 2019 – Nov 2021

- Working with ServiceNow ticketing system, everyday resolving 10-15 tickets.
- Support, configure, keep, and upgrade networks and in-house servers;
- Setting up Employees profile to use Cisco IP phones using CUCM, and voicemail system managing using CUCC.
- Managing MDM AirWatch system for employee and using MDM engine for clients for IOS, Android.
- Diagnose, troubleshoot, and resolve system application/device potential issues.
- Monitor network performance (availability, utilization, throughput, goodput, and latency) and test for weaknesses.
- Maintain email system of the company wide Microsoft Office 365 accounts, including adding/removing employee email accounts and managing software licenses.

Technical Support Specialist / Help Desk- Tier 1, 2

Cogeco Connexion / Burlington, Canada

Aug 2018 – April 2019

- Provided corporate clients with efficient support by resolving technical issues
- to general technical support, including issuing 15-20 daily tickets and tracking user issues.
- Documented all inquiry activities in the proper reporting system and followed up promptly.
- Microsoft Exchange, Office 365, Gmail and other emailing apps.

Telecommunications Support / Helpdesk

Rogers Canada, (S&P Data) / Toronto, Canada

Apr 2018- Sept 2018

- Effectively communicate knowledge of Rogers Canada's residential services to prospective customers as part of a consumer direct marketing campaign.
- Played significant role in administering network for users from email and software management
- Independently and as a team, supply technical support to clients through phone, email and onsite visit.

ACADEMIC BACKGROUND

Advance Diploma in Computer Systems Technology (Networking)

Mohawk College / Hamilton, Canada

Jan 2017- April 2018

- Graduated with a 3.3 GPA with relevant courses in: Windows Server Administration, Platforms & Networking Security, Virtualization (VBox and VMware), HTML & CSS, Unix Administration, TCP/IP Internet Services, Wireless Networking, Network Infrastructure, Computer Training & Technical Writing, Programming Fundamentals, ITIL.

Bachelor of Engineering (Information Technology) 7.4 CGPA

Gujarat Technological University / Gujarat, India

2012 – June 2016

- **Major Program of studies:** Database Management Systems, Data and File Structures, Operating System, Data Communication and Networking, Data Warehousing and Mining, Object Oriented Programming With C++, Computer Networks, Object Oriented Programming using JAVA, Computer Graphics, Advanced Java Technology, Web Technology And Programming, Information and Network Security, Distributed DBMS, Wireless Communication And Mobile Programming, Design And Analysis Of Algorithm.