

JAY PATEL

IT SUPPORT TECHNICIAN

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PROFILE SUMMARY

Desktop Engineer with experience in providing comprehensive IT support for desktop computing environments. Adept at deploying, configuring, and maintaining a wide range of operating systems and software applications. Proven expertise in troubleshooting hardware and software issues, ensuring optimal functionality and performance.

TECHNICAL SKILLS

- Proficiency in installing, configuring, and maintaining various operating systems, such as Windows, macOS, and Linux.
- Knowledge of desktop virtualization technologies (e.g., VMware Horizon, Citrix).
- Understanding of desktop and laptop hardware components.
- Ability to troubleshoot and replace hardware components.
- Basic networking knowledge for troubleshooting connectivity issues.
- Familiarity with TCP/IP, DHCP, DNS, and other networking protocols.
- Installation, configuration, and support of various software applications.
- Familiarity with software deployment tools (e.g., Microsoft SCCM).
- Strong problem-solving and diagnostic skills.
- Ability to analyze and resolve desktop-related issues efficiently.
- Basic scripting skills (e.g., PowerShell, Bash) for automation of repetitive tasks.

Other: Strong knowledge of object-oriented concepts, organization skills, collaborative, cross-browser compatibility. Interpersonal, communication skills both verbal and written, teamwork, working in a fast-paced and fast-growing environment, Problem-Solving, Detail oriented, interpersonal skills, collaboration, Attention to detail, business management, entrepreneurship.

EDUCATION

POST-GRADUATION IN SOFTWARE DEVELOPMENT

01/2021 – 08/2023

CENTENNIAL COLLEGE (SCARBOROUGH, ONTARIO, CANADA)

Related Coursework: Responsive Web design, JavaScript Programming, Database Design & Maintenance, Advanced Programming with .NET, Database Design and maintenance, Database Connectivity using Advanced Controls, Application Development for Android, Designing Effective E-commerce Sites **GPA:3.80/4.00**

BACHELOR OF ENGINEERING IN INFORMATION TECHNOLOGY

08/2017 – 06/2021

PARUL UNIVERSITY (BARODA, GUJARAT, INDIA)

Related Coursework: Software Engineering, Object-oriented Programming, Database Management Systems, Mobile Application Development, Big Data Analytics, Data Mining, Operating Systems, Python programming

GPA: 3.60/4.00

EXPERIENCE

Hudson Bay Warehouse, Scarborough

08/2022 – Present

Coordinator

- Lead the functions of team of supply chain professionals who managed aspects like logistics, warehousing, distribution, and demand/supply planning.
- Coordinates and schedules the movement of products throughout the warehouse including storage and shipment of finished products.
- Supporting the collection of data, analysis of information, and creation of reports that support the business.
- Supporting activities related to preparation, calculation and administration of the performance-based incentive and merit review process.
- Documents all related activities and completes forms and reports.
- Manages flow of finished products by modifying storage space assignments.

- Implemented efficient database structures and optimized queries, resulting in an 85% improvement in application performance and response time.
 - Implemented unit tests and achieved a code coverage rate of 90%, ensuring robust and reliable application performance.
 - Actively participated in code reviews, providing constructive feedback to team members, and improving code quality and adherence to best practices.
 - Implemented authentication and authorization systems using Laravel's built-in features, ensuring secure access control for users and protecting sensitive data.
 - Utilize backend data services and contribute to increasing existing data services API.
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PROJECTS

Configuring Windows Server

- Administered and monitored Windows Server to ensure optimal performance and uptime.
- Implemented hardware management and maintenance procedures to keep the server running smoothly.
- Configured Windows Server disk storage and printing to improve data management and accessibility.
- Established backup and restore protocols to protect against data loss and ensure business continuity.
- Managed groups, users, and computer accounts to ensure appropriate access and security.

Verity (Web Application)

- Build a video streaming web application with React and Laravel, including features such as search, pagination, and comments. optimized for speed and scalability.
- Integrated with a content management accounting system to allow users to create and manage vlog posts.
- optimized for cross-browser compatibility, including desktop and mobile browsers, and social media.
- Incorporated Graph CMS, a headless content management system based on GraphQL technology.
- **Technologies Used:** Laravel, PHP, JavaScript, react.js, Bootstrap, CSS, React Hooks, PostgreSQL, jQuery

Crypto Currency Platform (Web Application)

- A modern data-driven project built with the latest web technology React.js state management.
- The project offers real-time stakeholders market data growth, price variation analysis, and a dynamic consumer interface vision with the API integration specification and solutions.
- Implemented error handling to ensure the reliability and stability of the application for cross-browser compatibility.
- **Technologies Used:** JavaScript, react, React Hooks, JWT token, Git, HTML5, CSS3, Postman