

Nirav Patel

Burlington, ON | np968738@gmail.com | +1(519) 781 2338

LinkedIn: <https://www.linkedin.com/in/nirav6656/>

Availability

- Available on Weekends

Key Skills

- **Operating Systems:** Windows Server (2008, 2012, 2016), Linux, Mac OS X
- **Virtualization:** VMware vSphere, Microsoft Hyper-V, Docker
- **Technical:** Specification, Scope, Execution, Testing, Strategy, AI, Technical Documentation
- **Automation and Scripting Tools:** PowerShell, Bash, Python, SAM architecture
- **Programming:** HTML5, Basic, Software Development with Python
- **Collaboration and Productivity:** Microsoft Office (Word, Excel, PowerPoint), Google Workspace (Docs, Sheets, Slides), JIRA, Slack, Networking
- **Soft Skills:** Leadership, problem solving, prioritization, multitasking, and customer focus, attention to detail, change management, process improvements, collaboration, teamwork, written communication, vision, time management, sales, organizational skills, interpersonal skills, fast-paced environment.
- **Documentation:** Information systems, strategic, stakeholder, risk management, project management, mode, integration, end to end, critical thinking, complex projects, communication, business processes, business administration, basic, analytical, AI, Documentation, Technical Writing
- **Additional Skills:** Microsoft Excel for data analysis, conducting interviews, content creation, compliance, effective communication skills, version control, SQL, self-growth, flow, Innovation, communication skills, coding, application development.

Professional Experience

Evertz Microsystems Ltd

Server Assembler

Burlington, Ontario

06/2023 - Present

- Achieved an outstanding 92% accuracy rate in Assembly Drawings, Test Procedures, and Bill of Materials, ensuring precise assembly and minimizing errors.
- Conducted initial functional tests on 85% of servers, ensuring proper functionality, boot-up, BIOS checks, and reducing faulty units.
- Expertly installed and configured error-free Linux-based software on 80% of servers, ensuring smooth operation and customer satisfaction.
- Actively contributed to team-building activities, fostering a collaborative and team-oriented culture among team members.

Pioneer Energy

Customer Service Representative

Breslau, Ontario

02/2022 – 04/2023

- Achieved and exceeded individual performance targets, including customer satisfaction ratings, response time.
- Reduced the number of major incidents by 23% through proactive problem management techniques, including thorough analysis, root cause identification, and implementing preventative measures.
- Continuously improved personal and team performance through ongoing training, feedback, and professional development opportunities.
- Maintained quality control/satisfaction records for thousands of calls.

Education

Conestoga College - GPA: 3.80

Kitchener, Ontario

Post Graduate Certificate in Cloud Data Management

01/2022 – 05/2023

- Applied project management principles to facilitate the completion of document management tasks and projects.
- Identified legal, ethical, and intellectual property issues in enterprise content management projects and proposed strategies to address these issues.

Gujarat Technological University – CGPA: 8.13

Gujarat, India

Bachelor's in computer science

07/2017 – 06/2021

- Gained expertise in operating systems such as Windows, Linux, and Unix, including installation, configuration, and maintenance.
- Gained experience in managing enterprise-level security, including firewalls, intrusion detection/prevention systems, and anti-malware tools.