

PRADEEP BASTOLA

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OBJECTIVE

Detail-oriented and dedicated IT student with hands-on experience in electronics assembly, diagnostics, and troubleshooting. Seeking an IT Support role to apply technical skills in troubleshooting, IT support, and infrastructure operations. Committed to delivering excellent service while continuously learning and growing in a professional IT environment. Skilled in troubleshooting, infrastructure management, and providing excellent customer service.

EDUCATION

Computer Engineering Technology, 3rd year

Seneca Polytechnic, Toronto

- President's Honors List: 2nd Sem, 3rd Sem & 5th Sem (GPA 4/4).
 - Core Areas: Cloud Computing, Networking, Cybersecurity, Operating Systems (Linux, Windows), C/C++/Python Programming, IT Infrastructure, Embedded Systems.
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TECHNICAL SKILLS

- Skilled in **analyzing and troubleshooting hardware and software problems**, including embedded systems and desktop applications.
 - Strong understanding of **computer architecture**, including CPU, memory, Drivers, I/O systems, and memory management.
 - Experienced in configuring and managing **cloud platforms** such as **Microsoft Azure**, **Google Cloud Platform**, and **basic AWS**; including hands-on setup of **Apache servers**.
 - Knowledgeable in **IT infrastructure and security**, including **firewall configuration**, **Active Directory**, and **Group Policy management**.
 - Competent in **IP addressing**, and familiar with core networking protocols like **TCP/IP**, **DHCP**, **DNS**, **NFS**, and **Samba file sharing**.
 - Proficient with **Linux (Fedora)**, **Windows 10/11**, and **iOS** environments, including experience in virtualization using **VMware Workstation** and **VMware Fusion**.
 - Proficient in **C**, **C++**, and **C#** for embedded systems and application development, with solid experience in **Python**, **HTML**, **CSS**, and **JavaScript** for software and web-based solutions.
 - Well-versed in **Microsoft Office 365** tools—**Word**, **Excel**, and **Outlook**—for technical documentation, reporting, and data analysis.
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ACADEMIC PROJECTS

Student Database Management System

- Developed a C# application for managing student details, scores, and generating detailed reports for individuals and overall class performance.
- Enhanced skills in database integration, report generation, and C# programming.

Linux Server and Client Configuration Project

- Configured VMware virtualized Linux systems (server and client) using Fedora 38 with dual vNIC interfaces for NAT and host-only networking.
- Set up DHCP, DNS, NFS, Samba, and firewall rules on the Linux server for secure and efficient network operations.
- Implemented automated backups and remote access solutions using bash scripting and VNC server.
- Developed and tested a web server with Apache, integrated custom HTML pages, and configured email services (Sendmail and Dovecot) for communication between systems.

Smart Parking Alert System

- Designed and coded a real-time sensor-based alert system for parking control using Python and ultrasonic sensors.
- Developed a model of smart parking management that allows cars according to space availability accessible via a web interface for real-time monitoring.

Burglar Alarm System Project

- Built an IoT-based security system with motion sensors and Grove components on Cortex M microcontrollers.
 - Programmed in C++ for real-time intruder detection and visual/auditory alerts.
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WORK EXPERIENCE

Assistant Electronics Technician, January 2025 - Present

Dinico Global, Inc, Toronto

- Performed AC and DC wiring for industrial-grade temperature control systems and smart devices.
- Assembled, labeled, and packaged programmable thermostats and related electronic components for distribution.
- Carried out wire soldering and circuit assembly for programmable temperature controllers and electrical modules.
- Conducted quality testing, diagnostics, and troubleshooting to ensure functionality and safety of products before shipment.
- Supported production and manufacturing processes, maintaining accuracy in inventory labeling and configuration.

Administration and Event Planner, June 2023 – December 2024

Brewing Boba Corp. (Hybrid)

- Managed event planning and execution, ensuring on-time delivery within budget.
- Handled Social Media page for the company along with response to the messages and online comments using Meta Business Suite.
- Responded to clients and team members calls and emails with prompt responses.
- Demonstrated advanced proficiency in MS Office Suite (Word, Excel, PowerPoint) for filing and documentation processes.
- Used scheduling and planning tools like Google Calendar and Connecteam Team Management App.
- Maintained superior written and oral communication skills to address client inquiries effectively.

Computer Support Analyst, January 2021 – August 2022

As Computer Gallery Pvt Ltd, Nepal

- Assisted customers in purchasing computer components, peripherals, and accessories based on their needs and budget.
 - Provided basic technical support for issues such as email setup, software installation, and system troubleshooting.
 - Diagnosed and resolved common hardware and software issues for desktops and laptops.
 - Recommended customers computers based on their needs, requirement and budget.
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CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals certification
- Worker Health and Safety Certification
- Ontario G Driving License
- LinkedIn Learning Certification: Troubleshooting Common PC Issues for Users
Using AI for Customer Service Managers