

# Viral Patel

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## Summary

- 2 years of experience in installing and troubleshooting computer hardware, software, database platform, and embedded software and devices.
- Experienced Technical Support Specialist trained in VMWare Esxi, SQL Server, Google Cloud, Python, HTML5, XML.
- Built an in-house computer system to reduce the cost and time of installing Austco nurse stations by 80%
- Manage large scale projects that budgeted over \$3 million and ensure proper maintenance of servers, database and austco devices.

## Skills

- |           |                    |                |                 |
|-----------|--------------------|----------------|-----------------|
| • C++     | • VMWare ESXi      | • Linux/Ubuntu | • SIP Trunking  |
| • Python  | • MySQL/MSSQL      | • Google Cloud | • Voice over IP |
| • ReactJS | • Active Directory | Platform (GCP) | (VOIP)          |

## Certifications

- |   |                     |
|---|---------------------|
| • Associate Cloud Engineer                            | <i>Google Cloud</i> |
| • CompTIA A+ ce Certification                         | <i>CompTIA</i>      |
| • Cisco IT Essential                                  | <i>Cisco</i>        |
| • Windows Server 2012: Installation and Configuration | <i>LinkedIn</i>     |
| • Learning Linux Command Line                         | <i>LinkedIn</i>     |

## Experience

### Technical Support Engineer

Austco Healthcare

*Dec 2019 - Present (1 year 4 months +)*

- Provide support to IT issues with Nurse calls, RTLS Systems, Access Control, Cisco phones, Vocera, SQL database, Nurse call reporting via ticketing system including follow-ups until resolution achieved.
- Administrator interface, device integration (HL7, Webservices, Nurse call mobile applications), Facility network, remote access, and VPNs.
- Coordinate resolutions with the development team, project/Client Managers, Technical Consultants, Engineers to execute the project in accordance with business needs
- Assist in design reviews to provide input on configuration options for functional requirements.
- Implement and develop an in-house Q&A process to test new products before releasing them to the market
- Work with the R & D department to increase the reliability and productivity of the system by reporting and analysis of the bugs and glitches in the system.
- Develop a temporary system for service departments to reduce the time spent on a service call by 2-3 hours.

## Service Technician

Bell Technical Solutions

*Apr 2019 - Dec 2019 (1 year 2 months)*

- Installed DSL Routers, Wifi Pods, telephones, and Fibe TV in residential and commercial units
- Verified system by testing network equipment and connections, and also responsible for identifying and correcting problems
- Maintained personal efficiency rate over 93% and increased the team efficiency and the productivity by 43%
- Consistently used analytical software such as Webcare and WI-FI analyzers to analyze and resolve system issues, which leads to a minimum rework rate within the company
- Installed and configured software, mobile and desktop apps, driver updates, and operating system upgrades and patches.
- Received and dispatched daily assignments on handheld devices (mobile phone, laptop), and connecting to the VPN server to test the line conditions and used a ticketing system to provide documentation for the issue and resolution.

## Education

### Embedded System Design Engineering

*Post-Graduation Diploma, Lambton College*

2017 - 2018

### Electrical Engineering

*Bachelor's degree, Ganpat University*

2011 – 2015

## Volunteer Experience

### Peer Tutor

*Lambton College*

Sep 2018 – Dec 2018

I worked with Lambton College Tutoring team to mentor peer students with understanding course materials, preparation of exam and other difficulties.

### Volunteer Staff

*YUVA Unstoppable*

Mar 2018 – Aug 2018

I worked with the Yuva Unstoppable team to mentor a poor child in a rural area of gujarat. Participated in "SWACCH BHARAT" mission to clean the public place.