

Viral Patel

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“Delivering IoT innovations, with a side of inspiration”

Summary of Qualifications

- Over one year of experience in installing, upgrading and troubleshooting software, hardware, operating systems and embedded devices
- Capable of quickly and accurately learning various forms of technology and software to enhance end user experience
- Ability to work collaboratively with diverse groups in diverse environments while establishing ongoing professional relationships
- Experienced in leadership, teaching, and research skills gained through working as project engineer

Technical Skills

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| Operating Systems: | <i>Windows, Android, iOS, Mac OS, Linux</i> |
| Applications: | <i>ServiceNow, Microsoft Office 365, GanttProject</i> |
| Tools: | <i>Docker, Kubernetes, VMware, G Suite by Google, Packet Tracer</i> |
| Project Management: | <i>Agile, Waterfall, Scrum and Gantt Charts</i> |
| Languages: | <i>C++, Python, Django Framework, HTML5, CSS3, Bootstrap</i> |
| Version Control: | <i>Git, GitHub</i> |
| Database Management: | <i>Microsoft SQL Server</i> |
| Cloud Platform: | <i>AWS protocol buffers and messaging protocol MQTT, IoT Cloud Platform</i> |

Education & Certifications

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| CompTIA A+ | Expected Dec 2019 |
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| Cisco IT Essentials Certification | Expected Dec 2019 |
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| Junior IT Analyst Program | Sept - Dec 2019 |
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NPower Canada | Toronto, Ontario

14-week in-class training with hands-on experience including:

- Assemble computer components based on customer requirements
- Install, configure, and troubleshoot: hardware and software components
- Install, configure, and troubleshoot: Windows, iOS, Android, and Linux operating systems
- Networking basics: IPv6, network topologies, installing wireless and SOHO networks Security/forensics
- Mobile device installation/configuration: Laptops, smartphones, tablets
- Basics of virtualization, desktop imaging and deployment
- Network services and Cloud Computing
- Implementing preventive maintenance measures on workstations
- Customer support
- ServiceNow Foundations Training

Post Graduation in Embedded System Design Engineering

Dec 2018

Lambton College | Toronto, Ontario

Bachelors in Electrical Engineering

April 2011

Ganpat University | Mehsana, India

Work Experience

Field Service Technician

April 2019 - Present

Bell Technical Solutions | Markham, Ontario

- Conducts installation, maintenance, and repair of copper-based telecommunications equipment, product and services
- Provides an exceptional customer experience for clients, ensuring a high level of satisfaction
- Troubleshoots complex telecommunications products and system using a digital multimeter, Smartphone, and PC
- Works independently and assists other technicians while in the field by working collaboratively on projects
- Acts as an ambassador by professionally representing the Bell Brand within the community
- Observes and follows all company health and Safety rules and policies

Computer Technician

Jan 2019 - March 2019

SCI White Gloves | Mississauga, Ontario

- Installed and configured the various departmental servers, printers and mobile devices for business units
- Setup LAN network and ran the test scripts to troubleshoot networking problem
- Created small networks; installed/ upgraded operating systems
- Perform analysis, diagnosis and resolution of desktop hardware and software problems for a variety of end users
- Troubleshoot networking issues as well as printer and other hardware and network devices
- Built and maintained web-based reports and respond to tickets and emails

Project Engineer

Sept 2015 – Dec 2016

Trom Solar | Gujarat, India

- Led a field team of 5 employees and handling Installation, commissioning, testing related to each project.
- Prepared compelling presentation to graphically explain each project issues and opportunities.
- Created a flowchart of the projects, troubleshoots problems occur during on- field and complete projects before deadline.
- Performed analysis, uncovering areas for improvement, documents, communicating results and ensuring that data feed for reports are accurate
- Developed and maintained the business relationship with the customer and government officials and create a better work environment

Volunteer Experience

Peer Tutor

Sept - Dec 2018

Lambton College | Toronto, Ontario

Certifications & Awards

New Hire Great Start Award

June 2019

Bell Technical Solutions | Markham, Ontario