Viral Patel

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Summary

Experienced Technical Support Analyst with work history in Healthcare IT support and networking environment. Highly skilled in troubleshooting hardware, software, LAN, WAN and operating system issues.

Experience

Technical Support Analyst

Austco

Dec 2019 - Present (11 months +)

• Perform data analysis and identified defects via cases escalated from support through testing and troubleshooting
• Perform functional and user interface testing to validate solutions provided by the development.
• 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.
• Administer and support Active directory, SIP Server, Microsoft SQL Server, and VMWare server
• Develop documentation of system configuration and systems operational support procedures.
• Provide support for Austco Nurse call system, networking, and access control as needed both for local and remote users
• Implement and develop an in-house Q&A process to test new products before releasing to the market
• Work with the R&D department to increase the reliability and productivity of the system by reporting and analyzing the bugs and glitches in the system
• Reduce the reporting and troubleshooting time of the installers, end-users, and the service department, and regain the trust of the reseller and the end-users with the company

Service Technician

Bell Technical Solutions

Apr 2019 - May 2020 (1 year 2 months)

• Installed DSL, telephones, and Fibe TV in residential and commercial units
• Verified system by testing equipment and connections, and also responsible for identifying and correcting problems
• Maintained personal efficiency rate over 93% and increased team efficiency and productivity by 43%
• Consistently used analytical software such as Wireshark, Webcare, and WI-FI analyzers to analyze and resolve system issues, which leads to minimum rework rate within the company
• Coordinated with other traders and engineers with to resolved conflict
• Installed and configured software, mobile and desktop apps, driver updates, and operating system upgrades and patches.
• Used a ticketing system to provide documentation for the issue and resolution
• Received and dispatched daily assignments in hand geld devices (mobile phone, laptop), and connecting to VPN server to test the line conditions
• Awarded of new hire "Great Start" in 2019 due to my exceptional customer service.

Education

Lambton College
Post Graduation Diploma, Embedded System Design Engineering
2017 - 2018
Completed professional development in Embedded hardware and software development. Work on different types of Embedded firmware like Arduino, Beagle Bone Black, Raspberry Pi, LPC1768, LPC1769, MediaTek Link it one.

• Project 1: A Cloud-based dynamic waste management system for college and the garbage bin with auto-compactor and waste segregation using voice command.
• Project 2: Face detection using MATLAB image processing toolbox synchronize with a raspberry pi camera. It can use for desktop prototyping and embedded vision system development.

Ganpat University
Bachelor's degree, Electrical Engineering
2011 - 2015
Completed coursework in Electrical machine, Analog/Digital, Signal and system, Power Electronics, Electrical Power system, Ladder logic, Embedded system, and Indian Electrical code.

• Project 1: Bi-Direction DC Motor Speed Controller using PWM.
• Project 2: Maglev Train using Linear Induction Motor Principle.

Licenses & Certifications

Introduction to Web Design and Development - Lynda.com
Issued Feb 2019 - Expires Apr 2022

CompTIA A+ ce Certification - CompTIA
Issued Nov 2019 - Expires Nov 2022

Cisco IT Essential - Cisco

DS0101EN: Introduction to Data Science - edX
68b9f620ab8e4c558851620e0c08d8ec

Windows Server 2012: Installation and Configuration - LinkedIn

Learning Linux Command Line - LinkedIn

Skills

C++ • Python • Virtualization • VMWare ESXi • MySQL • Active Directory • SIP Trunking • Voice over IP (VoIP) • Cloud Computing • Linux