

Viral Patel



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<https://www.recroviral.com/>

Summary

I am very passionate about IT technology and services. Currently, provide technical support for Nurse call systems and applications at various healthcare facilities in Canada and the US.

Experience



Technical Support

Austco

Dec 2019 - Present (11 months +)

- Acting as the first point of contact for all offered IT services, such as network, applications, hardware, software
- Support installation, configuration, and service Nurse call system, networking, and access control as needed both for local and remote users
- Administer and support SIP Server and VMWare server
- Develop documentation of system configuration and systems operational support procedures.
- Troubleshooting of Austco Nurse call hardware/software, installation workstation, and setup at client sites
- Install, test, and configure a new workstation, peripheral equipment, and software.
- Provide support for Austco nurse call and healthcare communication devices and network connectivity issues
- Assist clients by troubleshooting technical issues and developing solutions



Service Technician

Bell Technical Solutions

Apr 2019 - May 2020 (1 year 2 months)

Help the customers to get access to the Home Phone, Internet, DSL (ADSL, ADSL2+, VDSL VDSL2) and FibeTV telecommunication network for the commercial and residential markets. This involves communicating with dispatch at BELL and the customer as well as installing, troubleshooting and repair telecommunication networks using different tools and applications.

This is fortunate to receive an award of new hire "Great Start" 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



Learning Arduino - Lynda.com

Issued Mar 2018 - Expires Mar 2022



IoT Foundations: Fundamentals - Lynda.com

Issued Mar 2018 - Expires Mar 2022



Learn Industrial Automation - Lynda.com

Issued May 2018 - Expires May 2021



Python Essential Training - Lynda.com

Issued May 2018 - Expires May 2022



AutoCAD Electrical: Implementing PLCs - Lynda.com

Issued Jan 2019 - Expires Jan 2022



Introduction to Web Design and Development - Lynda.com

Issued Feb 2019 - Expires Apr 2022



Building a Personal Portfolio with Django - Lynda.com

Issued Mar 2019 - Expires Mar 2022



CompTIA A+ ce Certification - CompTIA

Issued Nov 2019 - Expires Nov 2022



Cisco IT Essential - Cisco



Verified International Academic - Qualifications World Education Services



DS0101EN: Introduction to Data Science - edX

68b9f620ab8e4c558851620e0c08d8ec



Windows Server 2012: Installation and Configuration - LinkedIn



Learning Linux Command Line - LinkedIn

Skills

C++ • Python • Embedded Systems • Research • E-Learning • Troubleshooting • Software Development • Agile & Waterfall Methodologies • Virtualization • Amazon Web Services (AWS)