

SAHIL PATEL

IT SUPPORT TECHNICIAN

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TECHNICAL SKILLS

- Technical Support & Troubleshooting:** Hardware diagnostics, computer setup, system reboot & refresh, OS support, basic networking, AV equipment checks, touch panel operation, projector setup/troubleshooting, podium systems.
- HyFlex & Classroom Technology:** Experience with classroom computers, webcams, microphones, projectors, display screens, ITS mobile apps, HyFlex equipment usage, faculty support, live troubleshooting.
- Incident Reporting & Tools:** ITS Mobile App, ticket reporting, validation of fixes, documentation, workflow communication.
- Professional Skills:** Clear communication with technical & non-technical users, reliability, punctuality, customer service, task prioritization, fast response to issues, shift discipline.
- Software:** Windows OS, macOS basics, MS Office, basic command-line, Jira (for tasks), Git.

EDUCATION

Advanced Diploma, Computer Programming/Analysis Seneca Polytechnic College, Toronto, ON	May 2024- Present
<ul style="list-style-type: none">Academic Highlights: Achieved a GPA of 3.8, consistently recognized for academic excellenceKey Courses: Web Development, Object-Oriented Programming (C++), Data Structures, Database Systems, System Analysis	

Bachelor of Engineering -Computer Science and Engineering (Data Science) Vishwakarma Government Engineering College, Ahmedabad, INDIA	May 2022- April 2024
<ul style="list-style-type: none">Academic Highlights: Achieved a CGPA of 9.18, consistently recognized on the Dean's List for academic excellenceKey Courses: Data Structures & Algorithms · Database Management Systems · Machine Learning · Data Mining · Big Data Analytics · Statistical Methods · Artificial Intelligence · Python & R Programming · Distributed Systems · Data Visualization	

PROFESSIONAL EXPERIENCE

Information Technology Systems Technologist Seneca Polytechnic	Sept 2025 - Dec 2025
<ul style="list-style-type: none">Delivered frontline IT support to 500+ students and faculty, resolving hardware, software, and network issues with a 95% satisfaction rate.Managed MFA, MyID, and Former Student Portal (FSP) access troubleshooting, reducing re-ticketing by 20% through proactive documentation and user guidance.Utilized Salesforce Service Hub for end-to-end ticket tracking and escalation, achieving a 25% faster average response time.Maintained critical campus infrastructure (Wi-Fi, printing, MyApp) ensuring 99% uptime and consistent digital learning access.Authored professional support documentation and knowledge-base content improving user self-service efficiency by 30%.Applied cybersecurity and privacy best practices in every resolution to protect institutional and personal data assets.	
Vice-President – Seneca Disruptive Technologies Club Volunteer Seneca Polytechnic	Sept 2024 - Present
<ul style="list-style-type: none">Directed a team of 150+ members to organize and execute over 3 technology-focused events, including hackathons and workshops, driving a 30% increase in student engagement.Established cross-departmental collaborations, promoting interdisciplinary innovation and knowledge sharing on disruptive technologies.Managed the club's budget and resources, ensuring financial transparency and efficiency in funding allocation for events and research initiatives.	
ITS & Technology Support (Student-Facing) – Freelance / Academic Technical Support & Client Assistance	Aug 2024 - Present
<ul style="list-style-type: none">Provided technical assistance to clients and students using software, laptops, and web applications—resolving issues related to performance, connectivity, and setup.Performed troubleshooting steps including device restart, hardware checks, reinstallations, and environment validation.Created documentation and guides for users, improving issue resolution efficiency.Debugged systems and optimized basic workflows, reducing user-reported issues by 20%.	
Vice President – Seneca Disruptive Technologies Club Seneca Polytechnic	Sept 2024 - Present
<ul style="list-style-type: none">Assisted in setting up AV equipment, projectors, microphones, and technical systems for events and workshops.Coordinated logistics and supported speakers using classroom technology—directly mirroring HyFlex classroom duties.Ensured technology readiness before events, performing checks similar to lab monitor responsibilities.	

Peer Mentor (Volunteer)

Sept 2025 - Present

Seneca Polytechnic

- Mentored and supported **first-year students** by providing **academic, technical, and personal** guidance, improving mentee **engagement** and **confidence**.
 - Conducted orientation and onboarding sessions to help students effectively use **Seneca platforms** (MySeneca, MyApps, MyID) and access **key campus services**.
 - **Collaborated** with Student Life staff and peer mentors to monitor student progress, address challenges, and promote overall retention and **success**.
 - Delivered **one-on-one mentorship** focused on academic planning, time management, and digital literacy, resulting in smoother program transitions.
 - Applied **strong interpersonal, leadership, and communication skills** to create an inclusive, supportive, and professional student environment.
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PROJECTS

Earthquake App (HTML, CSS, JavaScript) [[Github](#)]

- Built a real-time earthquake monitoring web app using the USGS API.
- Fixed API call failures, UI bugs, and browser compatibility issues, improving overall reliability.
- Strengthened debugging and problem-solving skills relevant to technical support environments.

APIS Master (Node.js, Express, MongoDB) [[Github](#)]

- Developed a backend API system with structured error logging and request monitoring.
- Troubleshooted database connectivity and server routing issues during deployment.
- Gained hands-on experience with debugging full-stack systems.

Track My Fin (React, Firebase) [[Github](#)]

- Developed a responsive finance management app with Firebase authentication.
 - Debugged environment variable issues, data sync bugs, and component rendering errors.
 - Reinforced cloud integration and troubleshooting experience.
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CERTIFICATIONS

- IT Help Desk for Beginners – LinkedIn Learning (2025)
- Azure SQL – Microsoft (2025)
- JavaScript Fundamentals – GreatStack (2025)
- Full-Stack React E-Commerce – GreatStack (2025)
- Google Cloud – Intro to Generative AI (2025)