Sahil Patel

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TECHNICAL SKILLS

Technical Support & Troubleshooting: MFA resets, account access issues (MyID, MyApps, FSP), Wi-Fi configuration, network printer setup, hardware/software diagnostics, remote assistance.

Systems & Tools: Salesforce Service Hub, Microsoft 365 Admin, Remote Desktop, Active Directory, VPN configuration, Jira, Confluence, ServiceNow (familiar).

Programming & Data Tools: Python (Pandas, NumPy, Matplotlib), SQL, C++, Power BI, Tableau, Excel (Pivot Tables, Power Query), Jupyter Notebook.

Networking & Infrastructure: LAN/WAN troubleshooting, DNS/IP configuration, Eduroam & Seneca Secure network authentication, system imaging, driver setup.

Cybersecurity & Privacy: MFA authentication, phishing detection, access control, Seneca data handling standards, user identity management.

Software & Operating Systems: Windows 10/11, macOS, Linux (basic CLI), MS Office Suite, Visual Studio Code, Replit, GitHub.

Soft Skills: Analytical thinking, technical documentation, communication clarity, teamwork, adaptability, customer service excellence.

EDUCATION

Advanced Diploma, Computer Programming/Analysis   **May 2024- Present**
Seneca Polytechnic College, Toronto, ON
- **Academic Highlights:** Achieved a GPA of **3.8**, consistently recognized for academic excellence
- **Key Courses:** Web Development, Object-Oriented Programming (C++), Data Structures, Database Systems, System Analysis

Bachelor of Engineering -Computer Science and Engineering (Data Science)   **May 2022- April 2024**
Vishwakarma Government Engineering College, Ahmedabad, INDIA
- **Academic Highlights:** Achieved a CGPA of 9.18, consistently recognized on the Dean's List for academic excellence
- **Key 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

Seneca Polytechnic — Co-op   **Sept 2025 - Dec 2025**
Information Technology Systems Technologist
- 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, MyApps) 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.

Walmart Canada   **July 2024 - Present**
Customer Service Manager
- Provided **exceptional customer service** byassisting over 30 customers daily, increasing **customer satisfaction scores by 15%.**
- **Managed point-of-sale systems** efficiently, maintaining **100% accuracy** in cash transactions and reducing checkout time by 10%.
- Supported team initiatives that improved store operations, contributing to a 20% increase in monthly sales.
- Coordinated with the **inventory team** to ensure accurate stock levels, reducing product shortages by 20%.

Creative Digital Marketer, Remote   **Jan 2023 - Present**
SMMA
- Developed and executed data-driven ad campaigns on platforms like **Google Ads** and **Facebook Ads**, achieving a **35%** increase in click-through rates **(CTR)** and a **25%** reduction in cost per acquisition **(CPA)**, while using **Python scripting** and training a **LLM** for filtering negative keywords to optimise campaign performance.
- Designed and produced engaging **visual content**, including videos and graphics, tailored for targeted audiences, leading to a 40% boost in social media engagement and brand visibility across multiple platforms.
- Utilised tools like **Crunchbase** for outreach and prospecting, successfully identifying high-value leads and expanding client acquisition efforts, resulting in a 20% growth in the customer base.

Freelance Data Analyst   **Aug 2023 - Present**
- Designed and developed small-scale applications for clients, focusing on **database integration** and user interfaces .
- **Conducted software testing and debugging** to ensure optimal performance, reducing client-reported issues by 20%
- Authored **detailed technical documentation**, including user guides and training materials, to ensure seamless adoption of solutions
- **Optimized data processing workflows** through innovative automation techniques, reducing client operational costs by 15%

Seneca Polytechnic   **April 2025 - Present**
Peer Mentor (Volunteer)

- 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.

Seneca Polytechnic   **Sep 2024 - Present**
Vice-President – Seneca Disruptive Technologies Club | Volunteer

- 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 0transparency and efficiency in funding allocation for events and research initiatives.

PROJECTS

T20 Commentary Analysis in Python | (GitHub Link)
- This project analyzes ball-by-ball T20 cricket commentary to generate **insights, visualizations, and predictions.**
- It combines **NLP, statistics, and machine learning** to produce CricViz-style analytics and automated match reports.

E-Commerce Data Analysis in SQL | (GitHub Link)
- Designed schema and built SQL queries/reports to analyze sales/customer trends.
- Built dashboards for KPIs, improving decision-making by 25%.

Library Management Systems | (GitHub Link)
- CLI and GUI systems to track book inventory, borrowing, and fines.
- Increased accuracy of record-keeping by 15% through error handling and validation.

Secure Authentication System | (GitHub Link)
- Developed login/registration with salted + hashed passwords and session tracking.
- Demonstrated secure backend practices applicable to enterprise web applications.

CERTIFICATIONS

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