

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

- **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)
Vishwakarma Government Engineering College, Ahmedabad, INDIA

May 2022- April 2024

- **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
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PROFESSIONAL EXPERIENCE

Information Technology Systems Technologist
Seneca Polytechnic

Sept 2025 - Dec 2025

- 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.
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Vice-President – Seneca Disruptive Technologies Club | Volunteer
Seneca Polytechnic

Sept 2024 - Present

- 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 Otransparency and efficiency in funding allocation for events and research initiatives.
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ITS & Technology Support (Student-Facing) – Freelance / Academic
Technical Support & Client Assistance

Aug 2024 - Present

- 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%.
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Vice President – Seneca Disruptive Technologies Club
Seneca Polytechnic

Sept 2024 - Present

- 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.

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)