# Saish Solanki

Toronto, ON | +1-365-883-2256 | saish.b.solanki@gmail.com | linkedin.com/in/saishsolanki/ | https://saishsolanki.github.io

## PROFESSIONAL SUMMARY

- Proven knowledge of Enterprise Windows and Mac operating systems, showcasing expertise in build, configuration, performance tuning, monitoring and effective troubleshooting along with infrastructure service support.

- Demonstrable expertise in providing tier 1 and tier 2 IT support, showcasing active listening skills and dedication to superior client service, aligning with the demands of operational ITIL best practices.

- Acquired leadership, critical thinking, analytical, problem-solving, and adaptability skills through hands-on work experience.

- Skilled in device lifecycle management using Microsoft Intune, Autopilot, and JAMF Pro, as well as Apple Business Manager for Windows and macOS/iOS device deployment and compliance.

- Sustained excellence in ability to cultivate strong working relationships with clients and staff by effectively communicating technical concepts using both oral and written communication, coupled with interpersonal competence.

## WORK EXPERIENCE

**IT SUPPORT SPECIALIST**                                                                                          Nov 2024 – Present

**TECHNICAL SUPPORT, IT INTERN**                                                                           Jun 2024 – Oct 2024

Hugo Boss, Toronto, ON

- Resolve 1,200+ technical issues through L1 and L2 support, cutting end–user downtime by 40%.

- Play a pivotal role in the rollout of 13+ new stores, ensuring all IT systems were fully operational from day one.

- Improve network stability by diagnosing and fixing 20+ network issues, raising store uptime to 99%.

- Configure and administer Microsoft Intune, Active Directory, and other MDM services for 80 + iOS and rugged Android devices.

- Streamline enrolment workflows, trimming provisioning time by 20 % while enforcing baseline security policies across all endpoints.

- Collaborate with IT teams in the United States and Germany to streamline L1 and L2 IT support processes, reducing cross–border incident resolution time by 25% and enhancing overall business efficiency.

- Provided Tier 1–3 on–site IT support to the Distribution Centre, maintaining 99% uptime for critical systems, including printers, TC52 scanners, and SAP applications, by implementing rapid response protocols.

- Configure and manage VOIP phones, including creation of call trees and call routing adjustments.

- Strengthened the IT support team by leading L1 and L2 troubleshooting efforts on user management, SAP, TCP/IP & Wi-Fi connectivity issues, reducing incident resolution time by 30%.

- Implement secure data destruction and disposal procedures for end-of-life devices in accordance with security policies.

- Led the deployment of 50+ network devices, hardware, and software in 5 new store locations, ensuring 100% operational readiness on opening day.

**IT VOLUNTEER**                                                                                                          May 2024 – Jun 2024

**IT SECURITY COORDINATOR**                                                                              Jan 2024 – Apr 2024

Bridget's Bunnies, Barrie, ON, CA

- Implemented security updates and monitored the organization's website, reducing potential vulnerabilities by 30% and ensuring a secure online presence.

- Secured donor and recipient data by implementing encryption protocols, resulting in a 25% increase in data protection compliance.

- Managed volunteer data security and access controls, ensuring 100% adherence to privacy regulations and reducing unauthorized access incidents to zero.
- Conducted a thorough review of existing privacy and security protocols, providing recommendations that enhanced data protection policies by 20%.
- Created and maintained a comprehensive backup plan for donor and recipient databases, ensuring data redundancy and protection against data loss, which reduced potential recovery time by 40%.
- Optimized website loading times and server response rates by 25% through code optimization and server maintenance, leading to a better user experience for visitors and donors.

**TUTOR**                                                                                                     Jan 2024 – Apr 2024

Georgian College, Barrie, ON

- Guided 50+ mentees weekly in Networking Essentials, Windows System Administration, and other IT areas, resulting in a 15% improvement in their academic performance.
- Simplified complex IT concepts for 50+ mentees, leading to a 20% increase in their understanding of troubleshooting and resolving technical/networking issues.

## EDUCATION

**Post–Graduate Certificate in Offensive Cyber Security International |**                                      May 2024 – Jan 2025

York University School of Continuing Studies, Toronto, ON, CA

**Information Systems Security Graduate Certificate Program** |                                                May 2023 – Apr 2024

Georgian College, Barrie, ON, CA

- Achieved a Dean's List standing with an average of 83.66%.

**Bachelor of Engineering in Information Technology |**                                                       Jul 2018 – Jul 2022

Goa College of Engineering Ponda, Goa, IN

## TECHNICAL SKILLS

- Operating Systems: Linux (Parrot, Kali, Ubuntu), Windows Server (2008–2025), Android/iOS, Mac OS X
- Networking: TCP/IP, DNS, DHCP, Telnet, SSH, TFTP, FTP, VPN, RDP, VLAN, SNMP, VoIP
- Software & Tools: Intune, Azure, Windows Admin Center, JAMF Pro, Apple Business Manager, BMC Remedy,
- PowerShell, Desktop Management tools, Jira Service Management
- Programming & Scripting: Python, Bash, PowerShell, SQL, C/C++, HTML/CSS

## CERTIFICATIONS

**OffSec Certified Professional (OSCP & OSCP+)**                                                              May 2025