

Siddh Bhadani

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Professional Summary

Results-driven IT Support professional and 2024 graduate in Computer Systems Technology (Saskatchewan Polytechnic) with hands-on experience in help desk support, incident management, system administration, and end-user training. Skilled in troubleshooting hardware, software, and network issues in fast-paced environments. Proficient in Windows/Linux administration, Active Directory, ServiceNow, Jira, and technical documentation. Strong communicator with proven ability to support end-users and maintain reliable IT operations.

Technical and Professional Skills

IT Support:	Help Desk Operations, Incident Management, ServiceNow, Jira, Remote Desktop Support, SLA Compliance, MDM, ITIL/ITSM Frameworks
Systems & Admin:	Windows 10/11, Windows Server, Linux (Ubuntu), Active Directory (User Provisioning, GPOs, Password Resets), Office 365 Administration, VMware Virtualization
Networking:	TCP/IP, DNS, DHCP, VPN Troubleshooting, LAN/WAN Connectivity, Network Configuration & Diagnostics
Hardware:	PC Assembly & Maintenance, Printers, POS Systems, Peripherals, Android/iOS Mobile Devices
Development:	Python, SQL, JavaScript, Git/GitHub, REST APIs, Database Management, Data Analysis
Productivity:	Microsoft Office 365, Excel (Pivot Tables, Data Analysis), Teams, SharePoint

Professional Experience

Team Supervisor — Operations | *Subway*
Regina, SK

September 2022 – Present

- Served as the **primary onsite technical contact** for POS systems, credit card terminals, and network connectivity — performing hardware resets and **Tier-1 troubleshooting** to restore functionality and **reduce operational downtime**.
- Identified and resolved **connectivity and hardware failures** during operational hours, escalating and coordinating with external technical support vendors when issues exceeded first-level scope.
- **Trained and onboarded 10+ staff members** on POS software, operational systems, and proper device usage, improving overall team efficiency and measurably **reducing user errors**.
- **Documented technical issues, troubleshooting steps, and resolutions** to build an operational knowledge base, enabling faster problem resolution and improving continuity across shifts.
- Supervised and scheduled a team of **5–8 employees**, managing daily operations while **providing hands-on technical and system support** to ensure consistent service delivery.

IT Support Intern | *ScriptOptim Infotech*
Surat, India

August 2021 – February 2022

- Delivered **Tier-1 technical support** for hardware, software, network, and application issues, ensuring business continuity for internal staff.
- Logged, tracked, and resolved **60+ incidents per month** in ServiceNow and Jira, consistently meeting SLAs and escalating complex issues to Tier-2 teams appropriately.
- Performed **Windows and Linux system maintenance** and Active Directory administration including user provisioning, GPO configuration, and account lifecycle management.
- Troubleshoot printers, peripherals, and mobile devices (Android/iOS), reducing recurring issues through **root cause analysis** and preventive documentation.
- **Built and maintained internal knowledge base articles** for common incidents, improving team response time and self-service resolution rates.

Academic & Personal Projects

Full-Stack Web Application — Edushare (Capstone) | *MongoDB, Express.js, React.js, Node.js (MERN), Git, Agile/XP, CI/CD*

- Developed and deployed a **MERN stack web application** for students and teachers, integrating MongoDB, Express.js, React.js, and Node.js for full end-to-end functionality.
- Designed database schema and managed data operations using **MongoDB** for secure, scalable storage; delivered features using Agile/XP methodologies and CI/CD pipelines.

Systems Administration & Networking Lab | *Windows Server, Active Directory, VMware, TCP/IP, DNS, GPO*

- Configured **Active Directory** including User Accounts, GPOs, and file sharing permissions on Windows Server in a simulated enterprise environment.
- Deployed **VMware Virtual Machines** to replicate enterprise network topologies, validating TCP/IP and DNS configurations across multi-node systems.

IT Helpdesk Simulation & Ticketing Workflow | *ServiceNow, Jira, ITIL Framework, SOP Documentation*

- Designed a **simulated helpdesk environment** simulating full ticket lifecycle (open → assign → resolve → close) using ITIL best practices and SLA tracking throughout.
- Produced **SOP documentation** for password resets, network outages, and software errors, reducing simulated resolution times.

Education

Diploma in Computer Systems Technology

Graduated: June 2024

Saskatchewan Polytechnic | Regina, SK

Relevant Coursework: Systems Administration, Operating Systems (Windows/Linux), Data Communications & Networking, Computer Security, IT Project Management

Additional Information

Languages: English (Fluent), Gujarati (Native), Hindi (Proficient)

Work Auth.: Authorized to work in Canada

Location: Regina, Saskatchewan — Open to on-site, hybrid, and remote roles across Canada