Siddh Bhadani

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Authorized to work in Canada (PGWP valid until August 2027)

Professional Summary

Entry-level IT Support and Service Desk professional with a Diploma in Computer Systems Technology and hands-on experience in incident management, troubleshooting, and end-user support. Strong foundation in Windows systems, Active Directory fundamentals, networking basics, and ticketing workflows. Customer-focused with experience supporting technical systems in fast-paced environments. Familiar with ITIL/ITSM frameworks and service request handling.

Technical Skills

IT Support: Help Desk Operations, Incident Management, Ticketing Systems (ServiceNow, Jira), SLA Compliance, Remote Desktop Support, Mobile Device Management (MDM).

Systems & Administration: Windows 10/11, Windows Server, Linux (Ubuntu), Active Directory (User/Group Management, Password Resets), Office 365 Administration.

Networking: TCP/IP, DNS, DHCP, VPN Troubleshooting, LAN/WAN Connectivity.

Hardware: Printers, POS Systems, Peripherals, Mobile Devices (Android/iOS), PC Assembly, System Maintenance.

Tools & Collaboration: Microsoft Teams, Webex, Git/GitHub, SQL, MongoDB, Documentation Tools.

Core Competencies: Customer Service, Conflict Resolution, Technical Documentation, End-User Training, Time Management.

Professional Experience

Team Supervisor (Technical Support) — September 2022 – Present
Subway — *Regina, SK*

- **Technical Troubleshooting**: Served as the primary onsite point of contact for Point of Sale (POS) systems, credit card terminals, and network connectivity issues; performed hardware resets and troubleshooting to minimize downtime.
- **User Training**: Trained staff on operational software, security procedures, and mobile device usage, reducing user errors by improving technical onboarding.
- **ITSM Framework Application**: Documented incidents, service requests, and resolutions, applying ITIL concepts to ensure accurate record-keeping and process improvement.

IT Support Intern — August 2021 – February 2022
ScriptOptim Infotech — *Surat, India*

- **Tier-1 Support**: Provided technical support for hardware, software, network, and application account issues for internal staff.
- **Incident Management**: Logged, tracked, and resolved **15+ incidents weekly** using ticketing systems (**ServiceNow/Jira**), consistently meeting Service Level Agreements (SLAs).
- **System Administration**: Assisted with Windows/Linux system maintenance and Active Directory tasks, including user provisioning and group policy updates.
- **Hardware Support**: Troubleshot printers, peripherals, and supported mobile devices (Android/iOS) to ensure business continuity.
- **Knowledge Base**: Documented resolutions for common issues to contribute to the internal knowledge base.

Education

Diploma in Computer Systems Technology — Graduated: June 2024
Saskatchewan Polytechnic — *Regina, SK*

- **Overall Weighted Average**: 79.39%
- **Relevant Coursework**: Systems Administration, Operating Systems (Windows/Linux), Data Communications & Networking, Computer Security, IT Project Management.

Academic Projects

Systems Administration & Networking Lab | *Saskatchewan Polytechnic*
- Configured and managed **Active Directory** services, including creating User Accounts, Group Policies (GPOs), and file sharing permissions on Windows Server.
- Deployed and troubleshot Virtual Machines (VMware) to simulate enterprise network environments, testing connectivity via TCP/IP and DNS configurations.

Academic Capstone Project | *Saskatchewan Polytechnic*
- Supported and troubleshot a full-stack application, applying OS, networking, and security fundamentals to ensure uptime and performance.
- Managed service requests and incident resolution simulation, documenting technical processes for future reference.