Brijesh Patel

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EDUCATION

UNIVERSITY OF TOLEDO | June 2016 | B.S. MANAGEMENT INFORMATION SYSTEMS |*Toledo, OH*
AZURE - AZ 900 | JUNE 2020
AWS - Certified Cloud Practitioner | December 2020
AWS - Associate Solutions Architect | November 2021
AWS - Sys Ops Administrator |November 2022
AWS – Security Specialty | March 2023

SKILLS

• GIT	• VDI / VM	• Remedy
• Chocolatey	• Testing & Troubleshooting	• Service Now
• Ansible	• Citrix VDA	• Windows 10/8/7
• Linux Kali	• VPN/ Direct Access	• Disaster Recovery
• BlackBerry Work	• AWS	• Azure
• MobileIron	• PowerShell	• Intune

WORK EXPERIENCE

T. Rowe Price   **Jan. 2021 – Present**
Senior Infrastructure Operations Analyst
- Developed and maintained dot source PowerShell profile in Git with 80 prod functions used in various troubleshooting. These functions are developed to automate daily routine tasks as well.
- Set Standards for PowerShell Repo in Git
- Remediated security vulnerabilities
- Assist Senior Team Leads with Problem incidents, testing and perform root cause analysis
- Collaborate with multiple support teams for Troubleshoot and resolve parent incidents
- Lead team and Support Disaster Recovery
- Train and assist junior team members
- Supported Azure, Nutanix and VxRail Environment
- Responsible for Various Off-Hours and Weekend Project Support/ Implementations

T. Rowe Price   **Dec 2018 – Dec 2020**
Infrastructure Operations Analyst
- Modified and automated IOS device deployments – reducing time to deploy by more than 60%
- Create and Maintain Knowledge Base for the team
- Provided additional support to remote locations with learning unfamiliar environment
- Successful Project work involving coordinating and advising on rollouts of Office 365 and Windows 10
- Overseen and Provided Guidance on analysis of performance trends and actions being taken for preventing it
- Engaged various teams to evaluate and implement performance tuning recommendations
- Actively guided and coached peers within Desktop Support and Asset Management Teams
- Assisted and Provided Sole Support in Major Cliental Events for company

T. Rowe Price   **April 2017 – Dec 2018**
Desktop Support Analyst
- Process development for adherence to a risk aware security approach
- Supporting Operating systems, Microsoft Office, and other 3rd party programs.
- Addressed issues with installed applications on 32 and 64-bit operating systems
- Assisted with building moves and subsequent validation testing

- Active Roles object management
- Worked to determine trends in tickets being reported to address as broader system issues
- Automate deployment of NCR machines through PowerShell

T. Rowe Price   **Sept 2016 – April 2017**

Technical Support Analyst
- Provided escalated assistance in resolving issues reported by internal associates and external clients
- Coordinate with all IT information systems groups' activities and escalation on major problems.
- Validate environment for correct system operations and performance.
- Identify system hardware, software, and operator problems.
- Conduct analysis on recurring problems and create corrective action plans.
- Pilot user for applications being implemented
- Performed Network and Administration maintenance and managed users on Active Roles (AD)
- Responsible for testing and roll-out for Service Now and Cisco IP Phones
- Lead Critical Situation calls when system events were identified, gathering the appropriate parties to assist in addressing reported issues

T. Rowe Price (contracted through TEKsystems).   **Dec 2015 – Sept 2016**

Help Desk Analyst
- Assisted as liaison between Escalated Support and the Tier 1 team
- Handled internal and external e-mail communication/troubleshooting
- Active Roles account management
- Handled troubleshooting of external login issues as well as internal system access
- Assisted with setup and connectivity troubleshooting for VPN, XenDesktop, XenApp
- Assisted with troubleshooting a wide range of corporate devices and applications

Cedar Point   **April 2014 – Nov 2015**

Support Technician
- Install, Configure, and upgrade Desktop, Laptops, Point of Sale and related equipment: Monitor Network and servers.
- Repair Hardware and software conflicts related to Desktop and Laptop Computers
- Coordinated project documentation and maintained project timeline via MS Project
- Performed Network and Administration maintenance with
    - Active Directory- Creating accounts, Adding & Deleting Users, Creating and Maintaining Group Policies, and password resets
    - Exchange- Creating new or secondary profiles for users, reconnect accounts to servers
- Met all deadlines and made the necessary modifications as needed to meet the requests
- Perform preventative maintenance on PC equipment, installing required software patched.
- Represented the IT Department in providing Face-to-Face assistance to external customers and vendors.
- Refined Processed used by Technicians to improve ticket handling times.
- Ensure the connectivity of PCs, Laptops, and other computing devices to both local area network and wide area network
- Troubleshooting and installing network switches, APs, and Routers