

Sunny Patel



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Summary

Sunny is an experienced software professional with 3+ years of IT expertise & computer science student. His academic background as a computer science student, combined with practical industry experience, drives his dedication to tackling complex challenges and delivering high-quality solutions.

Experience



IT Technician

Canada's Wonderland

Jun 2023 - Present

- Perform extensive on-site Tier 1-3/L3 management of 1500+ devices, encompassing all software/hardware park-wide.
- Manage RSAT and Domain integration in systems including AD, GP, FTP, NAS/SAN, AP Clusters, Bitlocker.
- Handle Exchange Online, SharePoint, and Microsoft Teams for seamless operations.
- PowerShell scripting to map server drives, storage management, WMI/CIM frameworks, WinRM and Remoting authentication, mass changes to remote workstations on the domain.
- Utilize Oracle EMC and Symphony to deploy POS/KDS systems, debit readers, and receipt printers.
- Administer Cisco CUCM for configuring VOIP lines.
- Implement LAN/WAN framework/OS Models with Cisco routers, switches, and catalysts.
- Continuous implementation on Cisco ASA and Palo Alto/GlobalProtect Firewall technologies for secure connections.
- Utilize SolarWinds Orion network topologies to effectively manage wireless AP's.
- CI/CD new hardware, including desktops and laptops, and perform upgrades.
- Manage IPV4, PXE, and NBP service hosts within RSAT's Windows Deployment Kit.
- Run Ethernet cables/patching and ensure LAN functionality by closely monitoring LinkRunner AT/IntelliTone.
- Utilize Jira and in-house FIMS web-app for swift ticket resolution.
- Perform remote control and management using Connectwise/VNC/PS.
- Develop scripts to automate remote functions on devices for ConnectWise.
- Configure internal SaaS access through AD groups.
- Implement necessary changes and adjustments to Group Policy settings based on organizational device compliancy.
- Monitor Netwrix Auditor/Rapid 7 InsightIDR to streamline and manage privileged changes to our IT infrastructure (AD/GPO).
- Utilize Putty over SSH to set VLAN interfaces on configurable switches.



System Support Representative

Mackenzie Health

Jan 2023 - Aug 2023 (8 months)

- Support I3 Panacea / My Care (GWS) Premium Services: Assisting with setup and ongoing support of 300+ bedside iPads/tablets to ensure smooth operation alongside managing device configuration through remote portal access.
- Review and audit bedside application source code (timestamped logs/errors)
- Providing L1/L2 (intermediate) technical support and escalating larger-scale issues to appropriate personnel for resolution.
- Monitor and optimize the efficiency of the entertainment app (GWS), providing IPTV service, VOIP, movie service, games, and meal ordering.
- Remain on standby to handle calls from patients and actively engaging with families to generate sales / address any questions or concerns in a timely manner.
- Tracking and managing inventory to ensure adequate supplies and resources are available to meet patient needs.
- Log tickets and streamline larger scale technical malfunctions through Outlook with third-party vendors.



Junior System Administrator

Privacurity Consulting Corporation

May 2021 - Sep 2021 (5 months)

- Managed virtual machines on the domain (Azure AD).
- Implemented malware prevention measures and maintained Windows security.
- Conducted routine software updates and utilized SSH for cloud file management, staging, and analysis with python/SQL.
- Leveraged GitHub and GIT for version control and collaborated with vendors to resolve technical issues.
- Proficient in Windows 10 ENT, Windows Server, UNIX, and SSH.
- Worked with routers, switches, and catalysts to configure firewalls and monitor web traffic security (Wireshark/tcpdump).
- Maintaining Privacy Security Architecture (PSA) systems, ensuring compliant data handling and protection.
- Monitored 2FA protocols, safeguarding sensitive data.
- Collaborated in deploying DDOS (distributed denial-of-service) attack prevention measures, enhancing network resilience.



Tech Sales Associate

Staples Canada

Sep 2020 - Feb 2021 (6 months)

- Assisting customers and making sure they are satisfied with their purchase // answering inquiries.
- Provided in-home support for PC, Mac, and Linux troubleshooting (setup/installation of software, hardware repairs/maintenance).
- SKU P.O shipment barcodes and receive products, stock them on the floor.
- Maintaining computerized sales records for inventory control (using AS400).
- Conduct sales transactions through Internet-based electronic commerce.

Education



Ontario Tech University

Honours Bachelor of Science - HBSc, Computer Science

Sep 2022 - Apr 2026

Data Structures • OOP • Python • Java • C++ • Assembly x86 • Computer Architecture • Data Analysis (Python/Jupyter & Unix) • Discrete Mathematics • Calculus 2 • Physics 2



Richmond Hill High School (Ontario)

High School Diploma

Sep 2018 - Jun 2022

Ontario Scholar, 95% (4.0 GPA)

Licenses & Certifications



WHMIS (Worker Health and Safety) - Ontario Government | Gouvernement de l'Ontario



Google IT Automation with Python Specialization - Google

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Skills

Active Directory • System Deployment • IT Operations • Powershell • Configuration Management • Version Control • Network Infrastructure • Git • Windows Server • Amazon Web Services (AWS)