

Sunny Patel

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Summary

As a highly skilled computer science student with a strong foundation in software design and development, I am proficient in both C++ and Python programming languages. I am confident in my ability to utilize my programming skillset to tackle complex challenges and deliver high-quality solutions.

Experience



System Support Representative

Mackenzie Health

Apr 2023 - Present

- Support My Care Premium Services: Assisting with setup and ongoing support to ensure smooth operation.
- Actively engage with patients and families to generate sales and address any questions or concerns in a timely and professional manner.
- Providing basic technical support and escalating complex issues to appropriate personnel for resolution.
- Tracking and managing inventory to ensure adequate supplies and resources are available to meet patient needs.
- Providing exceptional customer service to patients and family members, focusing on creating a positive and welcoming experience.



Process Operator

The Estée Lauder Companies Inc.

Jul 2022 - Sep 2022

- Assembly, inspection, labelling and packaging of cosmetics components and WIP
- Responsible for ensuring the production line runs smoothly when manufacturing cosmetic products
- Responsible for boxing and shipping synthesized products, working on the production line
- Mechanically Inclined and the ability to Troubleshoot or identify any concerns/issues/challenges that occur on the machines
- Supply components and mass to machine operations with automatic feeding



Junior System Administrator

Privcurity Consulting Corporation

Jul 2021 - Aug 2021

- Provided technical support to users for applications and operating systems.
- Helped install, manage and maintain applications and operating systems.
- Liaised with vendors and other IT personnel for problem resolution.
- Monitored and investigated the running of systems to ensure efficiency and discover issues.
- Worked with Windows, Ubuntu (Linux), SSH, Git (Github) and its proprietaries.



Tech Sales Associate

Staples Canada

Sep 2020 - Feb 2021

- 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

Bachelor of Science - BSc, Computer Science

Sep 2022 - Apr 2026



Richmond Hill High School (Ontario)

High School Diploma

Sep 2018 - Jun 2022

Ontario Scholar

Licenses & Certifications



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



Scientific Computing with Python - freeCodeCamp



Google IT Automation with Python Specialization - Google

Credential ID: 82SZFUWF4B3T

Skills

C++ • Python (Programming Language) • IT Operations • Linux • Git • Microsoft Outlook • Microsoft Excel • Microsoft Word

Honors & Awards



Ontario Scholar Award / Grade 12 (2022) - Richmond Hill High School

Jun 2021

4.0 GPA (mid 90's)