VIJUL PATEL

Toronto, Ontario, Canada – vijulpatel@gmail.com

Education

Bachelors of Information Technology (Honours)   **April 2015**
University of Ontario Institute of Technology, Oshawa, ON
Major: Networking and IT Security | Minor: Operations Management

Related Coursework

- Object Oriented Programming
- Cloud Computing
- Enterprise Network Management
- Advanced Networking

- Algorithms and Data Structures
- Web Services and Security
- Database Systems
- Malware and Software Security

Work Experience

Solutions Architect   **Jan 2016 – July 2016**
IT-Digital Customer Experience, Bell, Mississauga, ON
- Participated in design and development of various projects in Bell.ca and MyBell.ca
- Provided assistance in environment configuration and defect fixing
- Utilized IBM's Tealeaf to analyze and detect customer issues while browsing Bell.ca
- Created developers best practices for Tealeaf compatible front-end coding
- Designed and developed Web API's and REST services

IT Support (Summer Student)   **May 2015 – Aug 2015**
Deloitte, Toronto, ON   **July 2014 –Sept 2014**
- Responsible for rolling out more than 500 users to Windows 8.1
- Resolved and escalated tickets via CA Service Desk Manager
- Performed diagnostics and resolved technical hardware and software issues
- Documented help desk tickets/resolutions, and maintained equipment inventory lists
- Provided internal user support via email and telephone

Outbound Sales Representative   **Apr 2013 – Sept 2013**
SMT Direct Marketing Inc., Toronto, ON
- Provided SMT clients with optimum solutions based on their needs
- Executed outbound calling campaign to customers for upselling and cross selling
- Utilized CRM tools to effectively communicate product and pricing information to maximize sales target

Technical Skills

Programming Languages	HTML5, CSS, Python, JavaScript, JQuery
Frontend Frameworks	AngularJS, Node.js
Operating Systems	Windows, Linux, Mac OSX
Networking	TCP/IP, UDP, VLAN, DNS, VPN, Wireless, ARP, STP, Ethernet

Interests
Music, Volleyball, Travelling, Gadgets, Reading, Photography