Vikas Patel

#NETWORK AND SECURITY

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LINKEDIN | GITHUB | PORTFOLIO

PROFESSIONAL SUMMARY

A **System/Network Administrator** with **CompTIA Network+ certification** and entry-level work experience, specializing in **help desk technician, Service desk Support, Linux, Active Directory, Technical support, and troubleshooting**. Well-versed in numerous things like **Windows Servers, IP, DNS, DHCP, HTTP/S, FIREWALLS, and ROUTING PROTOCOLS and Cloud Technologies**. A Strong Knowledge of various areas covered in certifications like **CompTIA A+, Microsoft certified system Administrator, and CCNA**.

EXPERIENCE

Customer Service Representative

IO Solutions Contact Center - Montreal, Canada.   Nov 2022 - Present

- Maintain customer accounts and record account information.
- Oversee customer financial accounts and process customer adjustments.
- Handle customer complaints and provide alternatives and/or solutions to ensure resolution of complaints.
- Make product recommendations or services to customers based on their needs and preferences.
- Strategic planning.
- Client relationships.

Technical Support Specialist

GTPL Hathway PVT LTD - Ahmedabad, India.   Oct 2019 - Dec 2020

- Communicate with clients to diagnose technical issues
- Provide step-by-step instructions to fix technological issues
- Provide backup solutions whenever necessary.
- Access instruction manuals to help users utilize their software or hardware properly
- Keep detailed logs of client problems, solutions, and customer satisfaction
- Provide instructions in simple terms
- Work together with other Technical Support Specialists to find solutions to more complex issues.

CERTIFICATIONS

CompTIA Network+ Certificate   ~~ ComTIA
Expiration Date: 01/31/2026

AWS Certified Solution Architect Associate   ~~ Udemy
Status: Preparing Approx. completion Date: 03/31/2023

TECHNICAL SKILLS

- **Configurations** – LAN, WLAN, DNS, DHCP FTP, SSH, Windows-Servers, Virtualization, Linux, Cloud, Nginx-Proxy, VPN, OpenSSL, Active Directory, RDP, Switching and Routing.
- **Technologies** – Linux Server Administration, OSI layer, VoIP, IP Subnetting, OSPF, BGP, RIP, SNMP, Network Firewalls, Docker.
- **Operating Systems** – Windows server, Linux, Windows, Macintosh.
- **Tools** – Nmap, Wireshark, Hyper-V, VMWare Workstation, VMWare ESXi.
- **Cloud Platform** -- AWS(Amazon Web Services).
- **DevOps** – GitHub, Kubernetes, Ansible, CI Pipelines with Jenkins.
- **Operation management tools** – Jira, Service Now.
- **Databases** – Oracle, MySQL, SQLite, Firebase-DB.
- **Microsoft Tools** – Excel, Word, PowerPoint, Outlook, Teams, Visio, Skype, Access, Edge, MS Office 365.
- **Area Of Interest** – Cloud Computing, DevOps Technologies.
- Testing, Debugging, Troubleshooting.
- **Workspace Skills** -- Problem-Solving, Multitasking, Leadership, Collaborative, Communication , Time Management, Decision Making, Creative Thinking, Attention to detail

EDUCATION

Programmer Analyst

College Lasalle- Montreal, Canada.

Jan 2021 - July 2022

MAJOR:Data structures and Algorithms, C++, C, Java, C#, Python, JavaScript, Golang, Information System Design and Analysis, Agile Development, Networking, Operating System, Android Application Development, iOS development, Database, Web Server Application Development.

Bachelor of Engineering (Information Technology)

Gandhinagar University - Gandhinagar, India.

Aug 2016 - Sept 2020

MAJOR:·Data Structures, Design and analysis of Algorithms, Systems Design, RDBMS, Operating Systems, Software Engineering, Artificial Intelligence, Internet of Things, Programing Languages.

PROJECTS

- **DHCP and DNS -** Configured DHCP and DNS in windows 2019 as well as managed user groups.
- **Windows Server 2016/19 -** Configured Active directory, manage group policy, configure Forest and Domains, Configure network interface cards(teaming) and many more services.
- **Virtualization -** Configuring and managing virtual machines on Hyper - V, VMWare workstation and VMWare ESXi on hardware .