Yashkumar Patel

IT Support Specialist

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Dedicated IT Help Desk Support Specialist, with a robust educational background in Computer Systems Technology: Networking and Computer Engineering. Demonstrates exceptional problem-solving abilities, meticulous attention to detail, and a fervent dedication to delivering superior technical support. Adept at leveraging comprehensive academic knowledge and a proactive approach to contribute significantly in an IT support capacity. Keen to apply these skills and enthusiasm in a dynamic technical support role.

Experience

➢ TestGrid Lab Inc. | **Jr. Software Developer** | June 2021 - October 2022

- Contributed to the successful launch of a new software product by assisting with the design, development, and implementation phases.
- Participated in code reviews, ensuring adherence to established guidelines and promoting knowledge sharing among team members.
- Developed custom features for existing applications, tailoring solutions to meet specific client needs.
- Provided technical support to clients, resolving issues in a timely manner while maintaining strong customer relationships.
- Assisted senior developers in complex problem-solving, enhancing overall team productivity and efficiency.

Education

♦ **Centennial College** | Ontario College Advanced Diploma | **January 2023 – April 2024**
   Major: **COMPUTER SYSTEMS TECHNOLOGY – NETWORKING**

   GPA 3.46

♦ **Gujarat Technological University** | Bachelor's Degree | **May 2018 – June 2022**
   Major: **Computer Engineering**

   GPA 7.89

Skills & abilities

HTML and CSS Knowledge, Python Programming, Troubleshooting, Binary Translation, Customer Support, SQL Proficiency, Test Automation, Helpdesk, MS Access, Microsoft Word, Industry Standards, PowerPoint, Repair Of Equipment, Technical Documentation, Windows and Mac OS, Desktop Support, Regulatory Compliance, Workplace Culture, Diagnostic Software, Organizational, Time Management Skills, Ability To Communicate, Commitment, Presentation Skills, Respectful, Cyber Security, Supervision, Meet Tight Deadlines, Ability To Work Independently, Documentation Skills, Network Administration, Virtualization (Hyper-V), Computer Hardware, Interpersonal Skills, Dedicated, Computer Science, Communications Equipment, IT Support, Diagnostic Utilities, Client/Server Support, Equipment Maintenance, Post-Secondary Education, Inclusive, Inclusiveness

Languages

English (fluent), **Gujarati** (fluent), **Hindi** (fluent)

Certificates

Coursera | **Technical Support Fundamentals** | June 2024

Other Experiences

➢ Campus Living Centres | **Maintenance Worker** | September 2023 – Present

- Performing Cleaning Activities: Dusting, mopping, and ensuring facilities are tidy and functional.

- Making Small Repairs: Replacing lightbulbs, fixing faulty locks, etc. excluding chores linked to drywall.
- Installing Appliances and Equipment: Installing various appliances and equipment in the building provided that a license is not needed.
- Routine maintenance means carrying out the necessary steps and periodically examining the damaged areas.
- Inspecting and Troubleshooting Equipment and Systems: Checking the functionality of safety systems e.g., fire alarm and troubleshooting equipment and systems as long as it doesn't require a license.

➢ Campus Living Centres | **Banquet Set Up Attendant** | May 2023 – August 2023
- Cleaning and setting up banquet and meeting rooms: This entails setting up the location in accordance with the needs of the event.
- Putting up the essential audio-visual gear, such as speakers, projectors, microphones, etc.
- As needed, placing water and coffee stations Refreshment stations for guests must be prepared and set up in this way.
- Maintaining the cleanliness and orderliness of the conference supplies and storage areas falls under the category of cleaning and organizing.
- Assisting the Sales office with the set-up and service of long-term accommodation suites: Assisting with the setup and upkeep of guest rooms falls under this category.
- Inventorying and maintaining the conference, audio visual and long-term suite supplies: This includes keeping track of the inventory and ensuring all supplies are well-maintained.
- General cleaning duties and other tasks as requested by the Sales and Conference Department: This include carrying out general cleaning tasks as well as other responsibilities that the department assigns.