Sunny Patel

✉ sunnypatel124555@gmail.com

📞 (437) 216-1611

in linkedin.com/in/sunny-patel-30b460204

🌐 https://sunnypatel.net

Summary

Sunny is an experienced software professional with 3+ years of IT expertise & computer science student (data science specialization). 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 - III

Canada's Wonderland

Jun 2023 - Present (6 months)

• 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 priviliged changes to our IT infrastructure (AD/GPO).
• Utilize Putty over SSH to set VLAN interfaces on configurable switches.

System Support Specialist - II

Mackenzie Health

Jan 2023 - Aug 2023 (8 months)

• Support I3 Panacea / My Care (GWS) Premium Services: Managed 300+ bedside iPads/tablets simultaneously for smooth operation and managing device configuration through remote portal access.

• Software Development specifically on our bedside applications codebase (Java, Python, SQL).

• Collaborated in software development and system maintenance for Mackenzie Health's IT infrastructure, spanning Citrix, VMware, VDI, Hyper-V, ESXi technologies.

• Leveraged Cortex XDR to monitor inbound/outgoing network traffic and malicious malware reports to computers registered on hospital domain.

• CLI scripting to resolve system services, and workstation changes, enhancing system efficiency.

• Conducted comprehensive audits for bedside application code pushes (timestamped logs/errors) to generate resolutions.

• Providing L2 technical support and escalating larger-scale issues to appropriate personnel for resolution.

• Optimized the efficiency and load time of the entertainment app (GWS) by over 25%*, providing IPTV service, VOIP, movie service, games, and meal ordering.

• Tracking and managing inventory to ensure adequate supplies and resources meet patient needs.

• Log tickets and streamline larger-scale technical malfunctions through Outlook with third-party vendors.

Junior System Administrator

Privcurity 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.

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

IT Operations • Powershell • Configuration Management • Version Control • Network Infrastructure • Git • Windows Server • Java • Python • Software Development