

MEET PATEL

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in meet-patel

SUMMARY

Results-driven **IT Support & Systems Consultant** with progressive experience delivering enterprise-grade technical support across managed services, academic, and SMB environments. Proven track record in **Tier I/II incident management, Active Directory administration, endpoint deployment, and ITSM workflows** using ServiceNow and BMC Helix. Consistently meets SLA targets and drives high first-call resolution across Windows 10/11, macOS, and Microsoft 365 environments. **CompTIA A+ certified (valid till Aug 2028)**; ITIL 4 Foundation in progress.

EDUCATION

Toronto Metropolitan University (formerly Ryerson University)

Toronto, ON | **September 2021 – April 2025**

Bachelor of Science (Honours), Computer Science

- **Relevant Courses:** Algorithms, Operating Systems, Computer Networks, Computer Security, AI, Machine Learning, Data Science, Software Engineering, Data Structures, Unix, Probability & Statistics

PROFESSIONAL EXPERIENCE

Systems Consultant | Long View Systems

Toronto, ON | **March 2026 – Present**

- Serve as first point of contact for enterprise client technical issues; log and manage incidents end-to-end in **ServiceNow** with a focus on minimal downtime and SLA adherence.
- Triage, assess urgency, and resolve Tier I incidents ensuring consistent **First Call Resolution (FCR)**; dispatch to Tier II groups and manage the full incident lifecycle when escalation is required.
- Administer user accounts, password resets, and access control via **Active Directory, Saviynt, and Okta**, ensuring accurate provisioning and deprovisioning across the client environment.

Technical Support Analyst | Buchanan Technologies (Humber College)

Toronto, ON | **August 2025 – September 2025**

- Delivered frontline deskside and remote support for students and staff on **Windows 10/11, macOS, Office 365, VPN, DNS, and DHCP**, maintaining high first-contact resolution rates.
- Performed **laptop imaging, SCCM-based deployments**, hardware upgrades, and peripheral setup in compliance with institutional IT security standards.
- Managed **onboarding/offboarding**, asset tracking via Asset Panda, and ticket lifecycle using **BMC Helix (ITIL)**; supported Active Directory, Citrix Workspace, and secure remote access for faculty and staff.

IT Support Specialist | My Link Tours and Travels

Ahmedabad, Gujarat | **May 2020 – June 2021**

- Provided comprehensive desktop, network, and **Microsoft 365** support for 40+ users, ensuring business continuity in a fast-paced enterprise environment.
- Installed and maintained printers and VoIP systems; managed **Active Directory** user accounts, group policies, and password resets.
- Authored internal SOPs and IT training guides that improved user self-service capabilities and reduced repeat incident volume.

TECHNICAL SKILLS

OS & Endpoints: Windows 10/11, macOS, Linux, laptop/desktop imaging, SCCM deployments, mobile device setup (iOS/Android), peripheral configuration

Cloud & Identity: Microsoft 365, Azure AD, Intune, Endpoint Manager, Active Directory (provisioning, GPO, password resets), Okta, Saviynt, Jamf MDM, BYOD

ITSM & Ticketing: ServiceNow, BMC Helix, Zendesk, Jira, incident lifecycle management, SLA compliance, escalation workflows, ITIL practices

Networking & Security: TCP/IP, DHCP, DNS, VPN, VLANs, Firewalls; Citrix Workspace, remote access troubleshooting

Scripting & Reporting: PowerShell, Bash, Python, SQL, Power BI

AV & Collaboration: Microsoft Teams, Zoom, Zoom Rooms, Teams Rooms (familiar), Google Workspace, AV system setup

Certifications: CompTIA A+ (Certificate), ITIL 4 Foundation – In Progress