

VED PATEL

IT SUPPORT TECHNICIAN - Windows Troubleshooting, Microsoft 365, & Active Directory

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📍 [Toronto, Canada](#)

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SKILLS

- **Operating Systems & Endpoints:** Windows 7/10/11, Windows Server, macOS, and Linux, iOS.
- **Network & VPN Technologies:** TCP/IP, DNS, DHCP, NAT, VLAN, VPN, IPsec, Network Troubleshooting.
- **System Administration:** Active Directory Management, Group Policy, LDAP, User Account Administration.
- **Technical Support Tools:** Microsoft 365, Outlook, Teams, ServiceNow, BMC Helix, TeamViewer, Citrix.
- **Hardware & Software Support:** Desktop/Laptop Repair, Printers, Antivirus Solutions, Software Installation.

Work Experience

IT Support Technician

November 2025 - January 2026

Modi Technologies

Orangeville, Canada

- Resolved 15-25 daily technical tickets across hardware, software, networking, and VPN issues, achieving 98% SLA compliance and boosting IT support response rates.
- Collaborated and repaired connectivity issues via DNS, DHCP, IPv4, and TCP/IP, maintaining 100% uptime for critical business apps and services.
- Facilitated remote and onsite troubleshooting via TeamViewer, Citrix, enhancing first-call resolution by 25% and minimizing user downtime.
- Administered Microsoft 365 and Azure AD, managing identity, security, and collaboration tools, including Intune, to streamline enterprise operations.
- Conducted hands-on diagnostics on desktops, laptops, printers, and workstations, reducing hardware turnaround time by 35% with consistent repair accuracy.

IT Technician

July 2025 - September 2025

Buchanan Technologies

Etobicoke, ON

- Managed LAN/WAN, VPN, Wi-Fi, and VLAN issues using Wireshark and CLI tools, reducing escalations by 40% within a 3-month contract.
- Diagnosed 200+ support cases via phone, email, and in-person using ServiceNow and BMC Helix, maintaining a 96% customer satisfaction rating.
- Instructed 50+ Microsoft 365 accounts and devices, ensuring seamless productivity across Teams, Outlook, SharePoint, and OneDrive/Google Workspace.
- Accelerated OS and security patch deployment for over 120 machines using WSUS, increasing device compliance and reducing security incidents by 20%.
- Installed, configured, and maintained systems across Windows/macOS/Linux platforms and VMware, to ensure 99% system uptime.

Desktop Support Technician

May 2024 - May 2025

Survallent

Brampton, ON

- Maintained stable virtualized environments (VMware, Hyper-V), reducing system crash frequency by 50%.
- Conducted support for Microsoft 365, Exchange via TeamViewer, improving workforce productivity by 30%.
- Evaluated 100+ Active Directory accounts with group policies, access controls, and Azure AD integration.
- Instructed software installations and patch rollouts across 150+ devices using WSUS, maintaining 100% compliance rate.
- Coached infrastructure health using system monitoring tools, preventing potential failures before user impact.

PROJECT EXPERIENCE

Web Hosting Office Setup Project

Team Lead

- Accelerated a secure, scalable multi-site IT infrastructure across Los Angeles and Singapore, integrating domain services and enterprise applications.
- Implemented Active Directory, domain controllers, DNS setup, IP addressing, cross-domain trusts, SQL Server mirroring, and Exchange DAGs.
- Established site-to-site VPN tunnels, Palo Alto GlobalProtect remote access, and deployed virtual infrastructure on HPE ProLiant DL380 Gen10, VMware vSphere.

Collaborative Workspace using Group Office & LDAP

Group Leader

- Revamped a secure collaborative workspace for 50+ users using Group Office integrated with LDAP, enabling centralized authentication and streamlined management.
- Deployed a Linux-based LAMP stack (Ubuntu Server, Apache2, MySQL, PHP 8.1) with Nginx, Docker, and high availability to host internal applications.
- Strengthened internal security with LDAP authentication, role-based access controls, firewalls, SSH, patch management, and application hardening.

EDUCATION

Post Graduate Degree in Applied Network Infrastructure and System Administration

Conestoga College, Kitchener, Canada

January 2023 - May 2024

Bachelor of Computer Engineering

Silver Oak College, Ahmedabad, India

July 2018 - July 2022

CERTIFICATIONS

- **CompTIA A+**

April 2025