

AAYUSH PATEL

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PROFESSIONAL SUMMARY

IT support professional with three years of frontline technical experience and two enterprise contracts, including hypercare support for a 900+ user Microsoft 365 tenant migration at a global organization. B.Sc. in Computer Science, CompTIA A+ and CCNA certified. Equally comfortable working a high-volume support queue, configuring firewall rules and VLANs in a self-built Proxmox lab, or shipping a production React and Next.js application. Based in Lethbridge, Alberta and open to relocation.

CORE SKILLS

Support and Service Management: Tier 1 and Tier 2 support, first point of contact by phone, chat, remote session and in person, incident logging, categorization and prioritization, escalation with full diagnostic context, SLA and SOP adherence, ITSM ticketing (MyServiceDesk), knowledge base and runbook authoring, asset tracking by service tag

Microsoft 365 and Identity: Outlook, Teams, SharePoint, OneDrive, Exchange Online, licensing and assignment, Microsoft Entra ID, MFA and Microsoft Authenticator enrollment, Microsoft Intune device management, Windows Autopilot provisioning, LDAP directory verification

Operating Systems and Devices: Windows 10 and 11, macOS, Linux, iOS, iPadOS, Android, laptop and desktop imaging and deployment, component-level hardware repair, printers and multifunction devices, CCTV installation

Networking: DNS, VLANs, static IP addressing, firewall rules, Wi-Fi setup and troubleshooting, double NAT mitigation, router and switch configuration, BGP, OSPF, STP, HSRP, route reflector placement optimization, network topology analysis

Virtualization, Security and Infrastructure: Proxmox VE, pfSense, Tailscale VPN, OpenVPN, Zscaler, Citrix and VDI, FreeNAS, Dell PowerEdge server hardware, patch management, service monitoring, secure remote access architecture

Programming and Web Development: Python, C++ (object oriented), TypeScript, JavaScript, React.js, Next.js (App Router), Tailwind CSS, HTML, Firebase Authentication and Firestore, REST API integration, Framer Motion, generative AI tooling and prompt engineering

Automation and Productivity: VBScript automation, Python scripting, repeatable configuration standards, Microsoft Office and Microsoft 365 suite, technical documentation for non-technical audiences

PROFESSIONAL EXPERIENCE

IT Support Specialist (Contract)

Procom Consultants, contracted to Softchoice LP (a World Wide Technology company) | Remote, Alberta | April 2026 - June 2026

- Delivered frontline hypercare support for a **900+ user Microsoft 365** tenant migration at a global organization, owning the user journey end to end from pre-cutover verification through full post-migration validation.
- Ran live IT-guided verification calls over Zoom across multiple time zones, resolving access and configuration issues in real time and cutting post-cutover issues by roughly **70 percent**.
- Validated the full application stack per user (Outlook mailbox sync, Teams identity, OneDrive, SharePoint, Zscaler, mobile sign-in) and drove MFA and Microsoft Authenticator enrollment on iOS and Android as the zero-trust gate for first login.
- Resolved Windows Autopilot provisioning failures, Citrix and VDI access problems, and Microsoft 365 and Adobe licensing blockers on freshly imaged corporate laptops.
- Identified role-based access patterns as the root cause behind a recurring class of provisioning failures, documented the pattern, and escalated to engineering so it was resolved structurally rather than ticket by ticket.
- Engineered a reusable dual-profile Microsoft Edge configuration that preserved simultaneous legacy and target tenant access throughout phased cutover windows.
- Wrote VBScript automation to populate Outlook folders and data and to populate meeting schedules, removing repetitive manual configuration.

IT Support Technician (Contract)

Kyndryl, on site at Maple Leaf Foods / Canada Packers | Lethbridge, Alberta | July 2025 - August 2025

- Provided L1 and L2 support across Windows 10 and 11 and iOS during a hypercare window, reducing downtime by **40 percent** on urgent issues.
- Troubleshoot Microsoft 365 (Outlook, Teams, OneDrive, SharePoint), Wi-Fi access, printer, and LDAP issues for office and plant staff.
- Cleared printer queue and scan-to-email faults on multifunction devices, verified LDAP directory configuration, and resolved SAP-related printing errors.
- Assisted with Microsoft Intune re-enrollment of iPads during a corporate domain transition.

- Logged, escalated, and tracked incidents in MyServiceDesk against defined hypercare SOPs, and maintained asset records by service tag through deployment.

Technology Sales Associate

Staples | Lethbridge, Alberta | August 2023 - Present

- Diagnose hardware, software, and network problems at first contact and explain the resolution in plain language a non-technical person can act on.
- Set up Microsoft 365, handle licensing, remove malware, and secure customer accounts.
- Document service tickets and resolutions so a colleague can continue the file without re-diagnosing.
- Build tailored solutions around what each customer is actually trying to do rather than what they initially asked for.
- Grew weekly protection plan enrollments by **25 percent** through consultative, needs-first recommendations.

Volunteer IT Support

Pow Wow Clinic, Pizza Hut, North DQ | Lethbridge, Alberta | September 2023 - Present

- Configure and troubleshoot thermal, LaserJet, and EcoTank printers to keep small business operations running.
- Install CCTV systems including mounting, cable routing and termination, perform hardware repairs and software installations, and train staff on the result.

TECHNICAL PROJECTS

Advanced Home Lab: Proxmox VE, pfSense and Tailscale | Self-directed, 2025

- Built a full virtualization lab on Dell PowerEdge T440 hardware using Proxmox VE to run and monitor enterprise-style services end to end, and use it continuously to practice provisioning, patch management, remote administration, and service monitoring.
- Configured pfSense for firewall policy, DNS, routing, and VLAN segmentation across the environment.
- Solved a double NAT constraint using Tailscale VPN, achieving secure remote access without exposing a DMZ.

BGP Route Reflector Placement Optimization | Academic, CPSC 4110/5110, University of Lethbridge, 2026

- Modelled BGP route reflector placement as a p-median facility location problem on real ISP topologies, applying optimization theory to the routing suboptimality problem documented in RFC 9107.
- Implemented and compared exact ILP (JuMP and HiGHS), greedy forward selection, and local search against betweenness centrality and degree-based baselines, across five structured experiments on 260+ real ISP topologies from the Internet Topology Zoo.
- Quantified the improvement of optimized placement over naive heuristics across US, European, and global topologies, and demonstrated diminishing returns beyond a threshold.

CertificationsHub - IT Certification Learning Platform | Self-directed, 2025 to present | Live at [aayushpatel.vercel.app](#)

- Built and deployed a fully responsive certification learning platform using Next.js (App Router), React, and Tailwind CSS, hosted on Vercel.
- Integrated Firebase Authentication and Firestore for secure, user-specific dashboards and content, designing the data model and queries behind them.
- Built dynamic MCQ rendering, CLI-style lab simulations, and scroll-based animation with Framer Motion.
- Diagnosed and resolved production-only defects including mobile-only white screen failures, loading fallback mismatches, and cross-device responsive inconsistencies.

NAS Build and Legacy Hardware Recovery | Self-directed, 2024

- Rebuilt end-of-life PC hardware into a working test lab for simulating IT support scenarios, installing lightweight operating systems and configuring network drives.
- Built a FreeNAS-based NAS for centralized file storage and backup, including physical assembly and drive configuration.

EDUCATION

University of Lethbridge | Lethbridge, Alberta

Bachelor of Science, Computer Science - [ADD YOUR GRADUATION DATE HERE]

Dean's List (Spring 2022). Coursework: Software Engineering, Computer Architecture, Networking, Cryptography, Econometrics.

CERTIFICATIONS

- CompTIA A+ - February 2025
- Cisco Certified Network Associate (CCNA) - August 2026
- Cisco Computer Hardware Basics - February 2025
- Google Technical Support Fundamentals - February 2025