Dhir Patel

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Technical Skills-

Servers- Windows server 2008, 2012, 2016, 2019
Systems - Windows, MacOS and Linux
Languages - C, C++, HTML, JavaScript, Bash, Python & Swift
Tools- Jira Studio, Confluence, Okta, Salesforce
Database- MSSQL, Oracle
Amazon Cloud- Amazon EC2, S3, Lambda, VPC, IAM, Connect, Lex, DynamoDB, CloudWatch.
Contact-center technology - Verint, Cisco and Avaya adapters.

Education-

Network and Internet Security Specialist — Montréal, QC
CDI College — *Jan 2020 - Feb 2022*
Bachelors in computer engineering — Gujarat, IN
Gujarat Technological University — *Aug 2015- May 2019*

Work Experience-

Client Service Engineer Tier 2 — Laval, QC
GroupElite Communications — *Jan 2024-Present*

- Utilized expertise in Microsoft server architectures including Server (2008,2012,2016 and 2019) and Windows configurations, including networking and Active Directory administration
- Managed databases with a focus on MSSQL and Oracle, handling complex queries using Transact-SQL.
- Diagnosed and resolved technical issues with strong troubleshooting and problem-solving skills.
- Delivered technical support for telecommunications, focusing on Contact Center software and tools.
- Maintained working knowledge of Contact Center technologies and software to support end-user needs effectively.
- Expertise in VoIP systems and telephony solutions.

Client Service Engineer Tier 1 — Laval, QC
GroupElite Communications — *Dec 2022-Dec 2023*

- Function as the primary technical contact for our customers, dealers and end-users related to all service requests.
- Strong troubleshooting and problem-solving skills.
- Determine the nature of technical issues through detailed exploration with the end user.
- Providing technical support to customers in relation to telecommunications.
- Explore and /or isolate hardware, software, VM host and networking issues.

Junior System Administrator (Internship) — Montreal, QC
MPC FILM — *Nov 2021- Feb 2022*

- Basic administrative tasks in Active Directory. Use of sudo and handling limited root user tasks.
- Troubleshoot IT issues level 1 and 2.
- Inventory management of the workstations. Assigning workstations to users through CAS manager (Teradici).
- Experience with Pulse VPN.

Projects

The ultimate enterprise

- Configure DNS server to provide communication between 2 forest active directory domain structure.
- Create organizational units, users, and groups.
- Perform AD replication and backups.

Contact center Flow (Amazon connect)

- Create the IVR (Interactive voice response) routing flow diagram
- Configure queues and routing to IVR flow.
- Configure user profile with extension.

Certificate

- **Certified AWS solution architecture associate - https://www.credly.com/go/eCKJUaEREUHrPvlRQh0Cmw**
- **AWS connect communication specialist - https://www.credly.com/go/JeZ4oqAT5QwlguMj8pfU7A**