Kunj Patel

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Professional Summary

A results-driven and highly autonomous Technical Support Engineer with over 5 years of experience excelling at the diagnosis and resolution of non-routine, complex technical issues. Recognized for rapidly mastering diverse product lines and taking complete ownership of customer problems from start to finish. Proven ability to improve team efficiency and deployment success rates through meticulous documentation, process improvement, and expertise across a wide range of enterprise technologies. Eager to apply a deep-seated technical curiosity and a proven capacity for independent problem-solving to a challenging role at Trilogy.

Technical Skills

- **IT Service Management:** ServiceNow, Jira, Zendesk
- **Endpoint & MDM:** Microsoft Intune, Jamf Pro
- **Identity & Cloud Services:** Azure Active Directory (Azure AD), Microsoft 365 Administration, Azure Cloud
- **Operating Systems & Administration:** Windows Administration, Windows (10/11), macOS
- **Networking Protocols:** TCP/IP, DNS, DHCP
- **Core Competencies:** Process Improvement, Technical Documentation, Cross-Functional Collaboration, End-User Training

Professional Experience

Bioscript Solutions | Moncton, NB
IT Support Specialist Tier 2 | February 2024 - November 2024

- Resolved over 500 complex IT support tickets using ServiceNow, contributing to a 25% reduction in average resolution time through efficient troubleshooting.
- Achieved a 98% success rate for software and security updates deployed via Microsoft Intune and Jamf.
- Collaborated directly with System and Network Administrators to diagnose and resolve multifaceted hardware, software, and network connectivity issues.
- Managed user lifecycle by configuring accounts and permissions in Active Directory and Microsoft 365, including leading seamless onboarding and offboarding for 50+ employees.

Majorel | Waterloo, ON
IT Support Specialist / Deployment Administrator | September 2020 - February 2024
- Independently managed the full lifecycle of over 300 corporate devices, handling imaging, deployment, and maintenance using Jamf and Intune.
- Consistently resolved over 200 high-priority tickets monthly within ServiceNow, demonstrating an ability to work efficiently under pressure.
- Provided critical support for Azure Cloud and Azure AD environments, including domain setup and user management tasks.
- Ensured system integrity and compliance by conducting monthly security audits and managing patch deployment schedules for global teams.

OV Infotech | Ahmedabad, IN
Support Specialist | January 2016 - February 2018
- Handled over 1,000 customer support issues using Zendesk, achieving a 95% customer satisfaction rate through clear communication and effective problem-solving.
- Identified key process inefficiencies and implemented targeted improvements that increased overall team productivity by 20%.
- Delivered end-user training for client applications and provided comprehensive support for iOS devices, including installation, backups, and configuration.

Education

Conestoga College | Kitchener, ON
Post-Graduate Certificate, Enterprise Content Management | 2019 - 2020
GLS University | Ahmedabad, IN
Bachelor of Computer Applications | 2015 - 2018