






VM

CONTACT

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ABOUT ME

Detail-oriented IT professional with hands-on experience in technical support, IT infrastructure, and system administration. Skilled in troubleshooting, customer support, and delivering technology solutions across multiple platforms. Passionate about learning, collaboration, and applying innovative approaches to problem-solving.

SKILLS

- OS: Windows, Linux, macOS, iOS, Android
- Networking: TCP/IP, DNS, DHCP, VPN, Firewalls
- Tools: Git/GitHub, MS 365, Cisco Packet Tracer, Salesforce, Active Directory
- Collaboration: Google Workspace, MS Teams, Zoom, LogMeIn Rescue
- Cloud/Virtualization: Hyper-V, VirtualBox, Azure (learning)
- Databases: Oracle SQL, MySQL, Cloud Firestore
- Programming: C, C++, C#, Java, PHP, Python, Bash, MATLAB

VISHAL MISTRY

IT Professional

EXPERIENCE

- Technical Support Agent** Oct 2023 - Present
Geek Squad (Best Buy) | Canada
 - Delivered in-store, on-site, and remote technical support for over 50 clients weekly.
 - Performed hardware repairs, system optimizations, setups, and data migrations.
 - Supported Windows, macOS, and Linux environments, resolving OS-specific performance issues and security concerns.
 - Provided remote troubleshooting via LMI Rescue and Genesys to over 80 clients per week, achieving 89% NPS.
 - Documented diagnostics and solutions in Salesforce, ensuring accurate documentation and follow-up.
- Freelance Web Developer** Nov 2021 - Jan 2022
Titanium Financial Advisory | Remote
 - Redesigned the company website using WordPress to improve navigation and user experience.
 - Performed search engine optimization (SEO), increasing website visibility by 30% over 3 months.

EDUCATION

- University of Windsor** Sep 2021 - Apr 2023
Master of Electrical and Computer Engineering
Windsor, Ontario, Canada
Courses: Engineering Project Management, Computer Networks, Data Security and Cryptography, Wireless Communication, Computational Intelligence, Engineering Technical Communication, MATLAB
- Gujarat Technological University** Aug 2017 - Jul 2021
Bachelor of Computer Engineering
Surat, Gujarat, India
Courses: Java programming, Algorithm and Data Structure, C/C++ programming, .Net Frameworks, Python Programming, Software Engineering, Computer Networking, Web Technology, Data Base Management Systems, Operating Systems, Cyber Security

PROJECTS

- Administer Active Directory Domain Services**
Configured and maintained Windows Server 2019 in a virtualized environment (Hyper-V) to implement Active Directory Domain Services (AD DS). Managed user accounts, groups, and organizational units (OUs), and refined Group Policy for security and automation using PowerShell.
- Store Renovation Project (Best Buy)**
Contributed to IT operations in a store-wide renovation project, assisting with the relocation and setup of over 50 IT assets. Supported the reconfiguration of tills, workstations, printers, phones, and network systems, ensuring zero downtime and seamless business continuity.
- Network Traffic Analysis (Wireshark)**
Analyzed real-world network traffic using Wireshark, identifying protocol behavior, packet structure, and security vulnerabilities. Investigated TCP/IP, DNS, and HTTP/HTTPS traffic to gain insights into network performance, troubleshooting common issues, and enhancing security awareness.