

Dharmit Patel

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🧠 SKILLS

Networking & Infrastructure: Cisco IOS (Routing/Switching) | VLANs | Subnetting (VLSM) | DHCP/DNS | VPN Tunneling

System Administration: Windows Server 2022 | Active Directory | GPO | Linux (Ubuntu) | PXE Automated Deployment

Software Development: C++ | Python | SQL | Java | Full-Stack Web Development

Team Leadership: Proven ability to manage shift workflows | Delegate tasks, | Train staff in high-pressure environments.

Operational Management: Expert in cash reconciliation | POS systems | Inventory tracking | Safety compliance. | Conflict Resolution

Problem-Solving: Expert at diagnosing network connectivity issues | Debugging software code.

📜 CERTIFICATES

- Cisco Certified Network Associate (CCNA): Routing and Switching (Ongoing)
- AWS Cloud Practitioner Essentials
- Technical Support Fundamentals | Google

🏆 AWARDS

Gold Medalist, IT Network Systems Administration, Skills Canada Saskatchewan
03/27/2026

- **ITE & Security:** Completed full PC disassembly/assembly and Windows installation; secured the OS by blocking ICMP ping requests.
- **Cisco Networking:** Configured VLANs, EtherChannels, and STP; implemented advanced routing using Multi-Area OSPF and NAT/PAT via CLI.
- **System Automation:** Set up enterprise network printing and file sharing, and utilized Task Scheduler to automate routine system maintenance.

👜 WORK EXPERIENCE

Shift Supervisor, Tim Hortons

04/2023 – Present

- Lead and motivate a team of 5+ members during each shift to make sure we stay on top of high-volume service targets and keep the store running efficiently during peak hours. 1800 11TH Avenue, Regina, SK
- Act as the main person on-site for technical issues with the POS (Point-of-Sale) system; I troubleshoot hardware and software glitches to prevent downtime and train new staff on how to use the system properly.
- Step in as the first point of contact for difficult customer situations or technical errors at the counter, using calm communication to resolve issues and keep the service environment positive.
- Handle daily operational details like cash drawer reconciliation, monitoring inventory levels to prevent shortages, and organizing staff tasks to ensure zero downtime during shift changes.
- Manage and enforce all safety and health protocols, ensuring that all required documentation and sanitation logs are kept up to date and accurate.

Sales Associate, Winners and Homesense (TJX Companies)

04/2022 – 10/2023

- Process customer transactions by accurately ringing up purchases and returns while counting back change in strict accordance with standard operating procedures. 2115 Anaquod Rd, Regina, SK
- Promote loyalty and credit programs during daily customer interactions to increase brand engagement and meet store performance goals.
- Respond promptly to all customer inquiries at the counter or drive-thru, providing clear information and ensuring a high level of service satisfaction.
- Handle and resolve customer complaints on the spot, using active listening and quick problem-solving to ensure every guest leaves with a positive experience.
- Maintain a clean and organized workstation to ensure a safe, efficient environment for both the team and customers during high-volume periods.

EDUCATION

Saskatchewan Polytechnic, *Certificate in Computer Networking Technician*

08/2025 – Present
4500 Wascana Pkwy,
Regina, SK

- Mastering the OSI Model, TCP/IP suite, and network subnetting to ensure efficient data flow and connectivity across enterprise environments.
- Configuring Cisco routers and switches via CLI, implementing VLANs, and managing essential DHCP and DNS services.
- Gaining proficiency in installing and securing both Windows and Linux Server environments, including Active Directory management and Group Policy implementation.
- Diagnosing and repairing workstation hardware, peripherals, and network cabling while learning the full ICT lifecycle from hardware provisioning to automated OS deployment via PXE.

University Of Regina, *Diploma in Computer Science*

01/2022 – 12/2023
3737 Wascana Pkwy, Regina,
SK

- Advanced focus on Object-Oriented Programming (C++), Data Structures, and Algorithmic Analysis.
- Gained experience in SQL, database design, and managing relational data systems.
- Studied software engineering principles to solve complex computational problems.

RELEVANT PROJECTS

Network-Based OS Deployment (PXE Server)

01/2026

- Engineered and configured a PXE Server on Ubuntu to enable automated network booting and OS installation for multiple client machines.
- Integrated and managed DHCP and TFTP services to streamline the delivery of boot images across a Local Area Network (LAN).
- Reduced manual setup time by centralizing image management, allowing for efficient hardware provisioning without physical media.

Academic Networking Labs (Saskatchewan Polytechnic)

09/2025 – Present

- **Virtual Enterprise Network Setup:** Designing and configuring a multi-department network using Cisco Packet Tracer implementing VLANs, and Inter-VLAN routing.
- **Windows Server & Active Directory Infrastructure:** Built a virtualized Windows Server 2022 environment to practice managing over 50 simulated user accounts and used Group Policy Objects (GPOs) to set up security rules like password complexity and access restrictions.

Open Source/Scripting

09/2026

- Automation Scripts to automate file backups and network pings.

Integrated Daycare Management System

06/2025

- Built an all-in-one management platform featuring modules for child registration, digital waitlists, and comprehensive health/activity records.
- Engineered a staff portal for attendance tracking (punch-in/out), automated scheduling, and task duty distribution.
- Designed a secure database to manage attendance, meal planning, and sensitive child information.

Full-Stack Task Management Web Application

05/2025

- Created a responsive task-tracking app using a modern tech stack (Frontend/Backend/Database).
- Features include user authentication, real-time task status updates, and priority filtering to enhance user productivity.

Golden Wall Inventory Management System

11/2018

- Developed a comprehensive system designed to track stock levels, monitor sales trends, and manage supplier data for a retail environment.