Pratham Goyal

prathamgoyal.com
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EDUCATION

THOMPSON RIVERS UNIVERSITY
Diploma in Computing Science
Grad. Sept 2022 | Kamloops, BC

LINKS

LinkedIn:// **prathamgoyal**
Github:// **Pratham9**
Twitter: // **goyalperry**

SKILLS

Expert:
Active Directory • Azure AD • PowerShell • ITSM Administration • Microsoft 365 • FreshService • Apple Configurator 2 • Intune MDM • Meraki Cloud Dashboard SharePoint Online • Exchange Online • AI Integration (ChatGPT, Copilot, Perplexity, etc.)

Confident:
C# • Python • PHP • MySQL • JavaScript • PowerApps • Server Manager • Datto RMM • Autotask PSA • IT Glue • Office Apps

Familiar:
Sage • Networks (Sophos, Meraki, Cisco AnyConnect, OpenVPN) • MDT • RDS • Basic Understanding of Machine Learning Concepts • MS Project

ADDITIONAL INFO

• Volunteered for United Way Campaign and helped paint the local Food Hub Project Storefront.
• Organized the Global Game Jam for the 3rd time at TRU which involved getting funding, **event planning**, and execution.
• Promoted to **President** of the **Game Development Club** and set up a board to advance club activities.
• Currently preparing for **AWS Certified Developer** Associate.
• Actively learning and applying AI technologies, with a focus on ChatGPT and prompt engineering, to develop innovative solutions and automate processes. This engagement enhances efficiency, creativity, and the ability to tailor AI responses in technical projects.

EXPERIENCE

TLC SOLUTIONS
Service Technician

- Delivered frontline technical support, achieving top-tier problem-solving effectiveness and customer satisfaction, evidenced by a **100% Kill Rate** and consistently positive CSAT feedback.
- Orchestrated iPad setup and management using **Mac, Apple Configurator 2,** and **Intune MDM;** streamlined provisioning and enforced device restrictions, significantly enhancing operational efficiency and security.
- Developed and executed **PowerShell scripts** for critical security and administrative tasks, doubling efficiency in administrative operations and enhancing the organization's security posture.
- Improved response times by over **50%**, demonstrating a steadfast commitment to enhancing service responsiveness and client communication.

THE DAWSON GROUP
Systems Administrator | Jan 2022 - Sept 2022 | Kamloops, BC

- Piloted an employee onboarding system which on implementation will be a better experience for support services and new employees, made Project Charter, **Documentation**, and got Stakeholder acceptance via Showcase of a **Technical Demo**.
- Streamlined ITSM system integration and boosted team productivity by automating IT onboards with **PowerShell scripting**, FreshService features, and **Python**, effectively resolving bugs and ensuring a smooth transition to production with optimized code. This initiative saved over **200 hours** annually.
- Implemented a data manipulation pipeline and cleanup query using **Power Query saving 4 hours each week** for the Payroll team.
- Led the **Employee Onboarding Automation** project, significantly enhancing the onboarding process. Utilized **PowerShell, FreshService, Active Directory,** and **Azure AD** to automate account creation within 60 seconds post-approval, achieving **30-minute savings** per onboard and reducing errors.

IT Support Technician | Sept 2021 - Dec 2021 | Kamloops, BC

- Functioned as the first point of contact for users' technical problems as the primary onsite and **remote support technician** for a medium size organization.
- Administered ITSM/ticketing system, **Azure/Active Directories**, VoIP Console, Digital Signage, and managed Mobility Portal. Used to **resolve user problems** and enabled people across the organization to work better.
- Supported Information Technology operations within the organization by **providing service, maintaining, refurbishing, and building** PCs, workstations, and mobility devices.