

Meet Savani

IT FIELD SERVICE TECHNICIAN — Hardware Installation, Networking, & Troubleshooting

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📍 [Kingston](#)

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SKILLS

- **Networks & Simulation:** Cisco Packet Tracer, VLAN configuration, trunking, OSPF, EIGRP, subnetting
- **Virtualization & Servers:** VMware Workstation, Microsoft Azure, Windows Server Active Directory setup
- **Diagnostics & CLI Tools:** Command Prompt, PowerShell scripting, BIOS/UEFI, Disk Management, Ipconfig
- **Hardware & Cabling:** Switch and router setup, RJ45 termination, patch panel wiring, TDR cable testing
- **Platforms & Ticketing:** Office 365 Suite, Google Workspace, Zoom, Teams, Jira, Spiceworks service desk
- **Hardware Repair & Upgrades:** Desktop, HDD, RAM troubleshooting, component replacement, diagnostics

WORK EXPERIENCE

IT Field Technician

KTS

February 2025 – Present

Ontario

- Executed on-site diagnostics of routers, switches, firewalls, barcode scanners, POS units, and desktops using multi-meter and packet tools, reducing downtime by 18% through prompt issue identification and resolution.
- Calibrated network configurations via VLAN setup, IP addressing verification, and throughput benchmarking, achieving 99.2% uptime across retail and office systems via optimized topology and structured deployment plans.
- Compiled detailed documentation of IT assets, lifecycle status, and performance metrics using asset tracking software, improving replacement scheduling speed by 14% and enhancing procurement cycle timelines.
- Mapped and documented structured cabling layouts using TDR testing and compliance audits, ensuring 100% adherence to installation standards and cutting post-installation rework rates by 12% across serviced client sites.
- Coordinated multi-site technical deployments by prioritizing urgent tickets through service platforms, decreasing mean response time by 22% while ensuring all SLA compliance and maintaining required operational standards.
- Analyzed recurring infrastructure faults using historical service records and pattern analysis, coordinating with maintenance and operations teams to cut repeat incident rates by 15% without affecting operational uptime.

IT Support Intern

Shree Om Systems

January 2023 – July 2023

India

- Diagnosed hardware faults and OS-level errors on desktops and laptops using diagnostic tools, lowering unresolved ticket escalations by 21% through accurate fault identification and prompt corrective action with support teams.
- Installed Windows OS with user-specific application setups, streamlining workstation readiness and cutting deployment time per device by 17% through standardized imaging and configuration automation processes.
- Investigated network issues using IP configuration checks, ping tests, and cable integrity verification, restoring service to 96% of affected systems within first visits, reducing total downtime for business operations.
- Logged resolution steps in centralized documentation repositories, enhancing reference for future cases and cutting troubleshooting time by 12% through improved knowledge retention and consistent procedural accuracy.
- Prepared team business workstations through component cleaning, storage fragmentation, and driver updates, extending system performance lifespan by 14% while maintaining required benchmarks across departments.
- Collaborated with team members to configure network settings for printers, file shares, and LAN via switch interface commands, enhancing accessibility and cutting connectivity issue reports by 19% during internship.

PROJECTS

Enterprise Network Design & Configuration

Cisco Packet Tracer, VLAN, OSPF, EIGRP, IP Addressing

- Engineered a multi-location enterprise network topology in Cisco Packet Tracer integrating routers, switches, VLANs, and inter-branch links, optimizing traffic flow and achieving a 28% improvement in throughput efficiency.
- Configured VLANs, trunk ports, and inter VLAN routing with OSPF and EIGRP protocols using CLI commands, enabling route advertisement between departments and branches, improving route convergence by 31%.
- Documented complete network topology diagrams and configuration scripts in templates, enhancing troubleshooting speed by 22% and ensuring scalability for future network expansions with minimal configuration rework.

EDUCATION

Diploma in Computer Systems Technician

St. Lawrence College, Kingston, Canada

September 2023 – April 2025

CGPA: 3.30/4

CERTIFICATIONS

- **Diploma in Hardware Technology**
- **Fundamentals in Digital Marketing** – Google