# Meetkumar Patel

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Obsessed IT Systems Enthusiast with a hands-on home lab running Windows Server, Active Directory, networking and virtualization. Dedicated IT Support technician who patiently helps non-technical users with PCs, printers and connectivity, while maintaining an addiction to learning new technology. Driven by a constant urge to tinker, experiment, figure things out with AI tools, and take ownership of every problem until it's solved.

## IT Systems Experience

**WINDOWS ENDPOINT & GROUP POLICY LAB** | November 2026

- Built a Windows Server 2022 domain in VMware and joined a Windows 11 workstation to it, with Active Directory, DNS and DHCP running on the server.
- Created Group Policies for password and lockout rules, screen lock, a login banner and a mapped drive limited to one security group, then confirmed them with gpresult.
- Set up server backups and tested a file restore, moved lab passwords into Bitwarden with MFA, wrote a PowerShell script to build an IT asset inventory and drew a network diagram in draw.io.

**USER ACCESS MANAGEMENT & WORKFLOW AUTOMATION LAB** | November 2026

- Created a ServiceNow onboarding request with manager approval that opens an IT task once approved.
- Wrote PowerShell scripts that create, update and disable Active Directory accounts, assign group access and log each change against its ticket number.
- Tested rejected requests, duplicate users and missing managers, and wrote knowledge base articles for both onboarding and offboarding.

**LINUX SERVER ON AN ANDROID PHONE** | 2026

- Turned a spare Android phone into an always-on Linux server with key-based SSH, Tailscale VPN for remote access, and file sync that starts automatically on boot.

## Certification

**CompTIA A+** | Core 1 passed, Core 2 expected December 2026

## Professional Experience

**COMPUTER LAB TECHNICIAN** | PAA Computer Classes, Vadodara, India | Jun 2022 – Dec 2023

- Maintained 40+ lab computers through regular maintenance, hardware diagnostics and OS reinstalls to keep downtime low.
- Resolved Windows, performance and network issues to keep the classroom LAN running for students and staff.
- Installed Windows updates, security patches and antivirus updates on every lab machine.

## Technical Skills

- **Windows & Servers:** Windows 10/11, PC hardware troubleshooting, Windows Server 2022, Active Directory, Group Policy, DNS, DHCP, file shares and NTFS permissions
- **Networking & Security:** TCP/IP, IP addressing, network troubleshooting, VPN, SSH, MFA, endpoint security, backup and restore, patching
- **Virtualization & Linux:** VMware Workstation, VirtualBox, Ubuntu, Debian
- **Scripting & ITSM:** PowerShell, Bash (basic), ServiceNow (incidents, requests, approvals, Workflow Studio, knowledge base)
- **Documentation & Version Control:** GitHub (repositories, commits, README files), Markdown, draw.io network diagrams, IT asset inventory, troubleshooting procedures
- **AI Tools:** Claude, GitHub Copilot, Microsoft Copilot, Google Gemini and Perplexity for troubleshooting, scripting, research and learning new technology

## Education

**Computer Programming and Analysis, Advanced Diploma** | Seneca Polytechnic, Toronto, ON  Jan 2024 – Apr 2026