

CUTE AGRAWAL

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SUMMARY

I am a highly motivated IT professional passionate about enhancing user experiences through technology. With a year of experience as a Laptop and Classroom Support Technologist /Service desk analyst, I have improved my skills in providing exceptional customer service and solving technical issues efficiently. My achievements include winning a hackathon with a \$2500 cash prize for designing a user-friendly application for individuals with ADHD and creating multiple websites using HTML, CSS, Bootstrap, and JavaScript. I have also contributed to software testing, Windows 11 deployment, and service portal redesign projects.

WORK EXPERIENCE

EmKal - Service Desk Technician

September 2023 - January 2024

- Ran Security Audits for Suspicious activities and reported to the proper departments. [Microsoft Entra (SIEM)].
- Performed Administrative tasks in the Microsoft Admin Centre. (eg: Delegation, account management)
- Set up new employees with new user accounts and provided them with appropriate licenses. Used Domain Controller and Microsoft Azure active directory.
- Upgraded networking hardware using unifi. Equipped clients with a reliable and safe network.
- Helped customer with their technical issues remotely.
- Worked on documenting incidents to bring down ticket turnaround time.
- Implemented new security policies for EmKal clients. (Multi-Factor Authentication)
- Reported bugs in the website and portal to my manager
- Helped in deploying a new software for EmKal. (EmKal Voip)

Sheridan College - Laptop and Classroom Support Technologist

December 2022 - August 2023

- 8 months of experience in providing technical support to clients, effectively troubleshooting and resolving their technical issues.
- Demonstrated proficiency in updating and maintaining the database using Microsoft Azure Active Directory, ensuring accurate and up-to-date information.
- Managed an extensive inventory valued at over \$150,000, efficiently tracking assets and distributing equipment to customers, including setting up printers.
- Utilized ServiceNow to create and manage tickets, delivering timely and effective solutions to client inquiries and concerns.
- Actively participated in testing new software and assessing the compatibility of Windows 11 for deployment across Sheridan College's systems.

- Played a vital role in enhancing the overall customer experience within the IT office.
- Contributed to the redesign of the service portal, working closely with the IT director to create a more user-friendly interface.
- Engaged in regular meetings and collaborated with diverse teams on numerous projects.

Cuconut (Startup) - Programmer and Founder

February 2021 - present

- Founded and operated Cuconut (a startup) , gaining 6 months of experience in programming and marketing.
- Successfully collaborated with a school to design and develop their website
- Created a professional website for an organization, contributing to its online presence using HTML, CSS, and the Bootstrap framework.
- Used GitHub for version control and collaboration on programming projects.
- Worked on UI/UX design, enhancing user experiences for multiple projects.

CERTIFICATION

Google Cybersecurity Professional Certificate - in progress

- Foundations of Cybersecurity (**Completed**) - Learned to Identify different security risks, and learned about CISSP Security Domains and common tools used by security analysts.
- Play It Safe: Manage Security Risks (in progress)
- CompTIA Security + (in progress)

EDUCATION

Sheridan College - Software Development and Network Engineering

- Learned Object Oriented Programming in JAVA.
- Developed websites using HTML, CSS, and JavaScript. Learning Database and Design. (SQL)
- Used GitHub to learn version control, Used Linux operating system.
- Used C# (.Net), C (data structures and Algorithm). Created UI/UX for assignments.

HACKATON

Hack for Good 2022

- Achieved the First Position and secured a \$2500 prize, demonstrating exceptional innovation and problem-solving skills.
- Designed and developed a groundbreaking prototype of an application dedicated to assisting individuals with ADHD in improving focus and overall well-being. The application starts with a game and helps the user to calm down. It also records the data and shares it with the doctor.
- It also features a premium section that can benefit the user and help with development costs.
- Noteworthy Achievement: Won the competition by being the individual participant to secure the first position.