

Maunik Sakariya

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PROFESSIONAL SUMMARY

- Proficient in software engineering and technical support, I possess a strong foundation, underscored by successful involvement in various cloud-based projects. Additionally, I hold certifications from Microsoft and AWS, validating my expertise in cloud technologies.
- Possess in-depth knowledge and practical experience in cloud computing, with a focus on continuous learning and self-improvement.
- Eager to contribute to a dynamic and innovative team in the IT industry, driven by dedication, hard work, and the desire to be the best version of myself.

EXPERIENCE

Technical Analyst Intern

Sep 2023 – Dec 2023

Interac Corp., Toronto, ON

- Provided support, troubleshooting, and resolution for hardware and software issues via calls and tickets, utilizing technologies such as Microsoft Active Directory, Intune, and ServiceNow, while demonstrating proficiency in Microsoft 365, Windows 10, Visio, Exchange, SharePoint, Teams, and OneDrive.
- Implemented and managed Mosyle for controlling and rolling out updates on Apple devices, ensuring efficient device management and compliance.
- Spearheaded projects involving DLP (Data Loss Prevention) installation on MacBook and Windows computers, contributing to enhanced security measures across platforms, and successfully added over 700 mobile phones in Intune supervised mode, optimizing device management and security protocols.

Technical Support Representative

Mar 2023 – Aug 2023

Carry Telecom, North York, ON

- Facilitated resolution of **5000+ client issues** through effective communication and documentation of progress; achieved **90%** customer satisfaction rating.
- By promptly reporting and escalating client issues to major telecommunication providers (Rogers, Bell, Shaw), **reduced problem resolution time by 25%** for internet, phone, and TV services, improving customer satisfaction and service delivery.
- Escalated Level 2 and 3 IT issues to the Manager, ensuring timely resolution and minimal disruption to business operations.
- Provided network support and resolved technical problems, using troubleshooting techniques to identify root causes and prevent recurrence.
- Used ticketing systems and documented troubleshooting procedures, ensuring accurate tracking and reporting of all IT issues.

Software Engineer

Apr 2021 - Mar 2022

Getactyv (Upugo), Bangalore

- Developed and implemented **scalable and maintainable** application components using **Python, Flask, and JavaScript**, incorporating feedback from stakeholders, **resulting in a 20% increase** in user satisfaction and alignment with company objectives.
- **Reduced problem resolution time by 30%** through successful deployment of development and testing infrastructure on AWS, resulting in faster and more efficient software development and deployment processes.
- Designed and developed a virtual trainer application using JavaScript and Python that tracked users' workout progress and provided real-time feedback, leading to a significant **50% increase in user engagement and retention**.
- Demonstrated **leadership skills by leading a team of interns** and collaborating with cross-functional teams to deliver the project on time and within budget.

Project: getactyv.com

Web & WordPress Developer

Jan 2021 – Apr 2023

Freelancer

- Developed websites for international clients, using WordPress and web frameworks, improving online presence and lead generation.
- Ensured seamless website functionality and responsiveness across multiple devices through responsive design principles and cross-browser compatibility testing.
- Some of my projects : peoplebox.ai, mcta.co.in, alsami.in, brandguruz.ca

SKILLS

- **Python**, JavaScript, **SQL**, SaaS, React, HTML, CSS, WordPress, **Linux**, VMware, Virtualization, **GitHub**, DNS, **Jira**, Asana,
- Experience with cloud computing platforms such as **AWS**, **Azure**
- Knowledge of DevOps tools and practices such as Git, **Docker**, **Kubernetes**, **Jenkins**, Shell script, **Serverless computing**
- Proficient in **Agile methodologies (Scrum/Kanban)** for streamlined and customer-centric software development.
- Willingness to learn and adapt to **new technologies and tools**.
- Excellent communication and teamwork abilities

PROJECTS

Cloud Resume Challenge (AWS):

- Successfully completed the AWS Cloud Resume Challenge, gaining practical experience in cloud computing.
- Designed and deployed a **serverless** web application utilizing AWS services like **Lambda**, **API Gateway**, **S3**, and **Cloud Front**.
- Implemented **automated testing** and continuous integration/continuous deployment (CI/CD) using **AWS Code Pipeline** and Code Build, acquiring valuable knowledge in serverless architectures, **microservices**, and **DevOps practices**.
- Applied theoretical knowledge from the cloud computing program to a real-world project, demonstrating the ability to bridge theory and practice. Excited to leverage this experience for future career growth.

Educational Website:

- In 2018, created a website enabling university students to share lecture notes and documents. Its immediate success was evident as **50% of students embraced it within 48 hours of launch**.

EDUCATION

Ontario College Post Graduate Certificate - Cloud Computing

May 2022 – Dec 2023

Loyalist College in Toronto (North York, Ontario)

Bachelor of Technology in Computer Engineering

2017 – 2021

P P Savani University (Surat, Gujarat)

GPA: 8.46/10

HONOURS

- **Winner of Website Design Competition:** Issued by P P Savani University Jan 2019
- **Finalist of Gujarat Industrial Hackathon 2019 organized by SSIP:** Issued by Government of Gujarat Jan 2019

Certifications

- Microsoft Certified: Azure Fundamentals AZ-900
- AWS Cloud Quest: Cloud Practitioner
- Learning Docker: LinkedIn
- AWS: Security Learning Plan