

SHLOK PATEL

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SUMMARY

IT professional with hands-on experience in systems administration, network infrastructure, and Python-based automation. CompTIA A+ and Network+ certified, holding an M.S. in Information Technology. Experienced supporting production servers and troubleshooting across hardware, software, and networking layers. Seeking a systems administration, IT support engineering, or network operations role.

TECHNICAL SKILLS

Networking: TCP/IP, DNS, DHCP, VPN, VLANs, routing and switching, firewall configuration, network troubleshooting

Scripting & Development: Python (automation, scripting), Bash, back-end development, Android development

Systems & Infrastructure: Server administration, deployment automation, system monitoring, backup and recovery, patch management

Security: Network security fundamentals, access control, security compliance documentation

Data: Excel (advanced formulas, reporting), data analysis, Google Workspace

PROFESSIONAL EXPERIENCE

Software Development Engineer & Systems Administrator | Sunrise Wholesalers Inc.

New Jersey, USA | November 2025 – Present

- Administer production servers and supporting network infrastructure, maintaining uptime and security across business-critical systems.
- Build Python automation for deployment, monitoring, and routine maintenance to reduce manual intervention.
- Design, develop, and maintain internal software systems and applications supporting daily operations.
- Diagnose and resolve hardware, software, and networking issues as first-line technical owner.
- Maintain system documentation and security compliance records; collaborate cross-functionally on reliability and scalability.

Intern — Digital Media & Technical Support | Dev Infotech

Vadodara, Gujarat, India | June 2019

- Provided technical support to customers, diagnosing and resolving website and hosting issues.
- Registered and managed domain names and web hosting accounts; repaired site functionality faults and optimised UI/UX.
- Produced monthly Excel reports using advanced formulas to surface data trends for internal stakeholders.
- Managed content and market research across social platforms (Pinterest, Facebook, Instagram) to support content strategy.

EDUCATION

University of North America, Virginia, USA — M.S. Information Technology | 2024 – 2025

Maharaja Sayajirao University of Baroda, Gujarat, India — B.C.A. Computer Applications | 2019 – 2022

CERTIFICATIONS

CompTIA Network+ (Apr 2021) | **CompTIA A+** (Jan 2021)

Cisco Network Support and Security (Sep 2023) | **Network Certified Engineer: Programming, Security, IoT 4.0** (Feb 2022)

Python Essentials 1 & 2 (Aug 2023) | **NDG Developing IT Professionals** (Nov 2020) | **IoT Using MicroPython** (Sep 2019)