

SHITAL MAKWANA

IT SUPPORT ASSOCIATE - Troubleshooting, Ticketing Systems, Windows Administration

✉ sp41846@gmail.com

☎ (+1) 289-890-0115

📍 [Stoney Creek, Ontario](#)

in [LinkedIn](#)

SKILLS

- **IT Support:** ServiceNow (SNOW), JIRA, PagerDuty, incident management, ticket resolution, user support
- **Operating Systems:** Windows 10, Windows Server, Linux, system administration, access management
- **Monitoring:** TCP/IP, DNS, DHCP, routing & switching, troubleshooting, Nagios, SolarWinds, SCOM
- **System Tools:** Splunk, network security, intrusion detection, vulnerability management, incident response
- **Databases:** SQL (MySQL, Oracle), Python, basic scripting, Microsoft Excel, Power BI, Office 365 Suite

WORK EXPERIENCE

Faculty - Professor, Computer Programming

May 2023 - December 2024

Toronto School of Management

Toronto

- Implemented technical guidance on Operating Systems, networking, and software tools to 40+ users, improving troubleshooting and system understanding.
- Aided users with debugging, software setup, and issue resolution, increasing successful task completion rate by 20% through timely, effective, technical support.
- Implemented user support for system navigation, technical documentation and user requests resulting in a 20% increase in adoption and better usability.

Associate - NOC Operations

May 2021 - December 2022

MSCI Service Pvt. Ltd.

India

- Monitored Linux/Windows servers and network devices using Nagios, SolarWinds, and SCOM, reducing incident response time by 25% through proactive, real-time, continuous monitoring.
- Managed incidents via ServiceNow and PagerDuty including escalation and bridge calls, improving SLA adherence by 20% across critical, high-priority, production systems.
- Automated reporting and built Power BI dashboards using Python and SNOW data, reducing manual effort by 30% and improving reporting accuracy through scalable, efficient, automated processes.

Assistant Professor

July 2017 - October 2019

Narsee Monjee College

India

- Facilitated instruction in OS, Web Programming, and Software Engineering for 40+ students, driving an 18% improvement in academic performance through practical, application-based learning.
- Mentored final-year student projects in software design and development, increasing successful project completion rate by 20% by implementing targeted support, hands-on, technical mentorship.
- Coordinated industry seminars and academic evaluations, enhancing student exposure and participation by 15% through collaborative, well-organized, industry-driven initiatives.

Teaching Faculty

September 2016 - May 2021

Pioneer Education Center

India

- Facilitated users with software setup, debugging, and troubleshooting issues, reducing technical issues by 25% and improving system usability.
- Guided hands-on support for software installation and issue resolution, reducing recurring technical issues by 30% through timely, effective assistance.
- Endorsed users with system usage, documentation, and technical queries, increasing system adoption by 20% and improving usability.

EDUCATION

Master of Science in Information Technology

August 2014 - June 2016

University of Mumbai, Mumbai, India

Bachelor of Science in Information Technology

July 2011 - May 2014

University of Mumbai, Mumbai, India

CERTIFICATIONS

- **Data Analyst** - MiIT Technologies - February 2026
- **Project Management Professional (PMP)** - Project Management Institute (PMI) - May 2024
- **ITIL Foundation Certificate in IT Service Management** - PeopleCert - May 2024
- **Six Sigma White Belt** - Council for Six Sigma Certification (CSSC) - February 2024
- **Certified in Curriculum Development** - Canadian College of Educators - December 2023
- **Cybersecurity Fundamentals** - IBM SkillsBuild - January 2023
- **Certified Associate Python Programmer (PCAP)** - Python Institute - December 2022
- **Certified Entry Level Python Programmer (PCEP)** - Python Institute - July 2022
- **Microsoft Certified Azure Fundamentals** - Microsoft - November 2021
- **PagerDuty Certified Foundational Practitioner** - DigiCert - October 2021
- **PagerDuty Certified Incident Responder Fundamentals** - DigiCert - July 2022