

Shamil Thaila Kandy

Cambridge, ON | (647) 324-8334 | shamiltk166@gmail.com | LinkedIn

EXPERIENCE

IT Field Operations Student Technician

January - August 2026

Conestoga College

Kitchener, ON

- Diagnosed and resolved hardware, software, network, printer, projector, and A/V issues across classroom and lab environments.
- Performed PC component upgrades, system maintenance, secure disk wiping, and Windows system reimaging.
- Resolved assigned service tickets and documented troubleshooting outcomes and IT hardware assets.

IT Support Intern

January - May 2026

SSCI – Managed IT Support

Mississauga, ON

- Supported hardware setup, troubleshooting, and on-site technical support for client systems.
- Assisted with deployment and configuration of a UniFi network, including switches, access points, device provisioning, and connectivity testing.
- Installed docking stations and supported network-device and client-hardware deployments.

Production Team Member

April 2025 - January 2026

Toyota Motor Manufacturing Canada (TMMC)

Cambridge, ON

- Worked in a fast-paced production environment while following strict safety, quality, and standardized-work procedures.
- Operated assembly equipment, performed quality checks, and collaborated with team members to maintain efficient and safe operations.

PROJECTS

Healthcare IT Infrastructure | *Windows Server, Active Directory, Azure, VMware, SQL Server*

May – August 2026

- Built and supported a virtualized healthcare IT environment integrating Windows Server, Active Directory authentication, Windows clients, and database services.
- Configured Azure cloud storage/backup components and supported connectivity between infrastructure systems.

Network Infrastructure & Routing | *VLANs, Subnetting, DHCP, Static Routing, OSPF, Juniper, Mist*

May – August 2026

- Designed and configured network topologies using VLANs, subnetting, DHCP, routing, and connectivity testing.
- Configured and troubleshoot switches, Layer 3 interfaces, routing, and segmented networks across multiple networking labs and projects.

EDUCATION

Computer Systems Technician – Information Technology Infrastructure and Services

Ontario College Diploma, Conestoga College

September 2024 – August 2026

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals (AZ-900)

January 2026

Microsoft

WHMIS 2015

January 2026

Conestoga College

TECHNICAL SKILLS

Systems: Windows Server, Windows 10/11, Active Directory, DNS, Group Policy, User/Group Management, Permissions, Linux

Networking: TCP/IP, VLANs, Subnetting, Static Routing, DHCP, UniFi, Cisco Packet Tracer

Cloud & Virtualization: Microsoft Azure, AWS EC2, VMware, Hyper-V, VirtualBox

Support: Hardware & Software Troubleshooting, System Imaging, Ticketing, IT Asset Management, User Support

Tools: PuTTY, MobaXterm, Draw.io, Microsoft Office

Professional Skills: Teamwork, Communication, Problem Solving, Critical Thinking, Documentation