IT Support Analyst

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604 335 1352

Professional Summary

Motivated IT Support Analyst with more than 5 years of experience in computer setup and troubleshooting, user account administration, and software installation across Windows and macOS environments. Skilled in managing IT ticketing systems to log, track, and resolve user issues, with a strong focus on timely and effective technical support, escalation of complex issues to senior IT Staffs, and clear communication with end-users.

Work Experience

Relevant Experience

IT Support Analyst
Kanoon Ghalamchi (Educational Organization) Karaj, Iran *Sep 2012 – Jul 2020*

- Provided technical support to more than 900 staff and students both in-person and remotely, resolving hardware, software, and network issues promptly to minimize downtime.
- Managed Windows user accounts, permissions, and Active Directory tasks to ensure secure and efficient access control, reducing account lockout issues by supporting users quickly and accurately.
- Installed, configured, and maintained desktops, laptops, mobile, printers, and peripheral devices across multiple departments.
- Facilitated onboarding and technical training for new staff and mentors, improving system adoption and reducing repeated support requests.
- Monitored and updated antivirus software and endpoint protection to safeguard sensitive organizational data, resulting in zero data loss or breaches during my work period.
- Conducted user training sessions on IT best practices, security awareness, and new software applications to Improve staff technical literacy.
- Created and updated IT guides and documentation to help staff troubleshoot issues more easily and keep processes consistent.
- Acted as the liaison between HQ and branch operations, ensuring timely distribution of software updates, instructor guidance, and critical operational information.
- Compiled and presented performance reports and actionable improvement plans to HQ and stakeholders, both in monthly in-person meetings and daily remote reporting, improving operational tracking and driving measurable performance improvements.

Other Experience

Customer Service Associate
Winners Park Royal, Vancouver, BC *Mar 2023 – Mar 2024*

- Documented more than 20 loss prevention incidents, strengthening store security and earning recognition as a Star Associate.
- Maintained product visibility and supported fitting room operations during peak hours, helping boost seasonal sales.
- Built strong interpersonal and communication skills through daily customer interactions, achieving consistently positive feedback and 100% satisfaction by manager feedback.

Cybersecurity Event Volunteer (Defend the North Operation)
SiberX Conference, Vancouver *Mar 2025*

- Coordinated speaker logistics and prepared more than 20 devices using detailed checklists and technical support, ensuring smooth transitions between presentations.
- Worked closely with event staff to handle logistics and keep operations running efficiently in a fast-paced environment.

Library Champion Volunteer
Northshore Library, Vancouver *Sep 2022 – Dec 2022*

- Promoted library services and assisted more than 30 newcomers in accessing community and digital resources.
- Delivered Weekley outreach presentations to engage and inform diverse community groups.

Education & Training

Bachelor of Science in Software Engineering , Azad University | Iran
Junior IT Analyst Program, NPower Canada Apr 2025 – Jul 2025
Google IT Support Professional Certificate, Coursera Jul 2025
Career Essentials in Generative AI, Coursera Jul 2025
Cybersecurity Masterclass for Small Business, Black Women Business Network Mar 2025
Workplace Skills Training (Collaboration, Adaptability, Communication)**,** BCIT Sep 2023 – Nov 2023

Core Competencies

- **Operating Systems:** Windows 10/11, macOS, Linux, Android, iOS
- **Tools & Platforms:** MS Office, Google Workspace, Zoom, VMware,
- **Security:** Antivirus, Endpoint Protection, VPN, Firewall, User Access Control systems, Confidential Data Handling
- **Networking:** WAN, LAN**,** DNS, DHCP, TCP/IP
- **Directory Services:** Active Directory, OpenLDAP, User Access Administration
- **Scripting & Data:** Python, SQL, HTML/CSS, JavaScript