

Name

Address

SUMMARY

IT Specialist with 10+ years of experience driving IT operational excellence in hybrid environments.

- Managed 500+ endpoints via Intune and SCCM, reducing incident resolution time by 30%.
- Architected Microsoft 365 migrations for 100+ users, enhancing collaboration and security compliance.
- Skilled in Windows Server (2012–2022), VMware, network infrastructure, and security protocols.

CORE SKILLS

- - Endpoint Management: Intune, SCCM, Autopilot
- - Microsoft 365 & Azure AD administration
- - Windows Server (2012–2022), VMware ESXi, Hyper-V
- - Networking & Security: VPNs, Firewalls, Cisco Meraki, SolarWinds
- - Help Desk & Escalation: Tier 2/3 support, onboarding, asset management

EXPERIENCE

Contract IT Roles (Nov 2021 – Jul 2024)

Information Technology Technical Lead, Generic Company (Apr 2023 – Jul 2024)

- - Managed day-to-day IT operations across Canadian sites during manager's leave, ensuring uninterrupted service.
- - Administered SCCM/Intune deployments for 500+ endpoints, reducing incident resolution time by 30%.
- - Led asset inventory, backup procedures, and security incident response, strengthening compliance.

System Administrator, Generic Company (Nov 2021 – May 2022)

- - Refurbished and imaged 200+ laptops; migrated on-premise data to Microsoft 365 for remote workforce enablement.
- - Assisted with network planning and small business server migrations, improving uptime by 25%.

Network Operations Engineer, Generic Company (Jul 2022 – Jan 2023)

- - Ensured uptime for ADSL, VDSL, fibre, and IPTV services, resolving network infrastructure issues within SLA.
- - Supported Cisco Meraki hardware and escalations in the NOC, enhancing monitoring and response workflows.

Permanent Role

Senior Technical Support Analyst, Generic Company *(Aug 2020 – Aug 2021)*

- - Managed Tier-3 support for AMEX, JPMC, and Citi Bank clients; oversaw equipment provisioning and VMware Horizon.
- - Deployed Windows 10 images via WDS and Autopilot; configured MDM policies for large telecom contracts, improving device compliance.

Earlier Roles

Network & Help Desk Support: Generic Company • Generic Company • Generic Company • Generic Company (2009–2020)

EDUCATION & CERTIFICATIONS

Network Engineering, triOS College of Technology, Mississauga, ON (2007)

CompTIA A+ • MCP • BMC Track-It! Administrator • SOTI MobiControl Admin