Elijah Msheliza

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Professional Summery

Motivated and detail-oriented IT Support professional with hand-on experience in help desk tools, troubleshooting, and customer-focused technical support. Skilled in Windows 11, networking fundamentals, and office 365 administration. Adept at documenting solutions, resolving issues efficiently, and providing clear communication to users. Committed to continuous learning and eager to contribute to a professional IT support team.

Technical Skills

- Help Desk Ticketing: Spiceworks (ticketing), AnyDesk (remote support)
- Operating Systems: Windows 11 troubleshooting & support
- Cisco Networking, LAN/WAN, TCP/IP, DNS, DHCP, basic Active Directory
- Security & Productivity Tools: Microsoft Defender, Office 365 (Outlook, OneDrive)
- Programming & Database: JavaScript, SQL, LDAP
- Collaboration: Zoom, video conferencing platforms
- Documentation: OneNote, Notion
- Soft Skills: Clear communication, customer service, problem-solving

Projects & Practical Experience

- **Help Desk Simulation**: Installed andconfigured Spiceworks to log, prioritize, and resolve mock IT support tickets.

- **Remote Support Practice**: Used AnyDesk to remotely connect and troubleshoot PC remotly
- **Windows Troubleshooting**: Diagnosing and resolving PC, software, and network connectivity, issues using GUI tools, CMD, & PowerShell.
- **IT Documentation**: Created and maintained a troubleshooting journal with detailed steps, logs, and fixes

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Professional Experience

Customer Service & warehouse associate

Grimco, Inc - May 2024 to Sept 2024

- Assisted with order management, inventory, and customer service inquires in a fast-paced environment
- Demonstrated strong communication and teamwork skills while meeting daily operational goals
- Learned real-world problem-solving and teamwork in a fast-paced environment
- Applied technical problem-solving skills to improve workflow efficiency and address device issues

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Education

- **Bachelor of Arts in Information Technology** - York University (2020 – 2025) : **Relevant Coursework:** Networking, Database Systems, Software Development, Cybersecurity.
- **Google IT Support Professional Certificate** – Google IT Support
- **Cisco Networking Academy – Network Technician Career Path (Completed)**
- **CompTIA A+ (In Progress)**