ELIJAH MSHELIZA

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PROFESSIONAL SUMMARY

IT support graduate with strong customer service orientation and hands-on experience managing support tickets and resolving user issues. Skilled in diagnosing technical problems, documenting solutions, and communicating clearly with non-technical users. Practiced in Active Directory account management, Windows troubleshooting, and help desk operations through academic simulations and volunteer work. Quick learner with commitment to delivering patient, effective technical assistance.

TECHNICAL SKILLS

- Operating Systems: Windows 10/11, Windows Server, macOS
- Support Tools: Active Directory, Microsoft 365 Admin Center, Jira Service Management, ServiceNow (academic lab)
- Hardware: PC and printer troubleshooting, peripheral setup, mobile device configuration
- Networking: VPN connectivity, Wi-Fi diagnostics, basic TCP/IP troubleshooting
- Security: Password resets, MFA setup, user account provisioning
- Documentation: Ticket logging, knowledge base creation, solution documentation

EDUCATION

Bachelor of Arts in Information Technology | York University, Toronto, ON | June 2025
- Dean's List (3 semesters)
- Relevant Coursework: IT Support Fundamentals, Network Administration, Systems Troubleshooting, Customer Service for IT Professionals

SUPPORT EXPERIENCE & PROJECTS

IT Help Desk Simulation | Course Project, York University | Fall 2023
- Managed 20+ weekly support tickets in Jira Service Management, prioritizing by urgency and documenting all steps
- Provided tier-1 support for password resets, software installations, and printer issues via Active Directory
- Achieved 95% first-call resolution by walking users through clear, step-by-step solutions in simulated phone/email interactions
- Created 5 knowledge base articles that reduced repeat tickets by 30% for common Wi-Fi and login problems

Community Tech Support Volunteer | North York Senior's Centre | Summer 2024

- Assisted 30+ seniors with email setup, device configuration, and internet connectivity issues
- Practiced patience in explaining technical steps clearly, earning 90% positive feedback in follow-up surveys
- Developed simple visual troubleshooting guides that cut return visits in half

Home Lab Administrator | Personal Project | March 2025–Present

- Practice Windows Server management including user account creation and Group Policy administration
- Document solutions for lab issues, building personal knowledge base of 15+ fixes
- Provide remote tech support to family/friends, resolving 10+ PC issues via phone assistance

CERTIFICATIONS

- CompTIA Security+ | CompTIA A+ | In progress
- Google IT Support Professional Certificate – Google IT Support
- Cisco Networking Academy – Network Technician Career Path (Completed)

COMMUNICATION

- Strong written and verbal communicator experienced in translating technical solutions for non-technical users through tickets, phone, and in-person support

Website: elijahmsheliza.github.io/elijah-portfolio/