Gunjankumar Bhoi

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Career Profile

IT Support Specialist with 4+ years of experience providing Tier 1-3 support in enterprise environments. Skilled in Microsoft 365 administration and Active Directory, with hands-on expertise in Intune, SCCM, and virtualization platforms. Known for reducing downtime, automating routine tasks, and improving ticket resolution times through ITIL-based practices and effective user communication.

Work Experience

IT Support Specialist, Evertz Microsystems   **Jul. 2023 – Present**

- Triage and resolve technical issues across on-prem servers and Microsoft 365 for 500+ users, following ITIL practices to ensure consistent service delivery and reliability.
- Administer Microsoft 365 services including Exchange, Teams, SharePoint, OneDrive, Entra ID and virtualization platforms (VMware, Citrix) to ensure smooth, reliable operations.
- Leverage PowerShell, Intune, and SCCM to automate tasks, streamline software/update deployments, and reduce manual effort by 25%.
- Monitored and maintained systems while supporting users, identifying and resolving issues before they impacted operations, improving uptime and user satisfaction.
- Authored 30+ knowledge base articles, reducing repeat tickets and improving overall support efficiency and team productivity.

Tier 2 Technical Support (Co-op), Evertz Microsystems   **Aug. 2022 – Dec. 2022**

- Delivered Tier 2 support for 50+ weekly escalated hardware, software, and network issues, resolving incidents faster and reducing repeat problems.
- Streamlined ticket handling and documentation using ITSM practices, cutting average resolution time by 30% and consistently meeting SLAs.
- Collaborated with cross-functional teams and communicated directly with end users to ensure smooth resolution of technical issues and clear understanding of IT changes.

Help Desk Technician, iTeam Technology   **Sep. 2020 – Dec. 2021**

- Achieved a 95% first-call resolution rate for desktop, software, and connectivity issues, maximizing productivity and reducing repeated support requests.
- Managed high-volume ticket queues, escalating complex cases to Tier 2/3 teams while ensuring clear communication and strong end-user satisfaction.

Education

Postgraduate Certificate, Business Information Technology, Seneca College   **Jan. 2022 – Aug. 2023**
Bachelor's Degree, Information Technology, Charusat University   **Jun. 2017 – Jun. 2021**

Certifications

Google IT Support Professional **|** CompTIA A+ **|** Microsoft 365 Certified: Fundamentals (MS-900) **|** Microsoft Certified: Modern Desktop Administrator Associate

Technical Skills Summary

Operating Systems: Windows 10/11, macOS, Linux, Windows Server 2016/2019.
Cloud Services: Microsoft 365, Azure AD, Exchange, Intune.
Networking: TCP/IP, DNS, DHCP, VPN, VLANs, Firewalls, Wi-Fi, LAN/WAN.
Administration: AD, GPOs, PowerShell scripting, MDM, SCCM.
Tools: ServiceNow, JIRA, Zendesk, RDP, TeamViewer.