

# Jalees Moeen

Information Technology Analyst  
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Work Authorization - Permanent Resident

## PROFILE SUMMARY

More than 4 years of overall experience in the field of Information Technology. Certified in Google IT Support with hands-on experience supporting global enterprise environments. Looking for a position as a Technical Support analyst where I may use my exceptional troubleshooting skills and knowledge.

## SKILLS

- ❑ In Depth experience in upgrading, configuration, troubleshooting, and support of PC's and laptop.
- ❑ Restoration of previous versions, Backups.
- ❑ Experience working with Windows 11/10 Applications.
- ❑ Understanding of networking concepts such as DNS, DHCP, Group Policies, TCP/IP protocols and applications.
- ❑ Knowledge of Windows Domains, Active Directory account management.
- ❑ Environment: Office 365, SharePoint, ServiceNow, TeamViewer, ticketing systems.
- ❑ Strong knowledge of Internet Explorer 11 / Google chrome.
- ❑ Detail oriented with excellent analytical, troubleshooting and problem-solving abilities.

## PROFESSIONAL EXPERIENCE

### **Roshan Consulting Services, Burlington, ON**

#### **IT Service Desk Analyst II – Contract Full-time**

**March 2024 - August 2024**

- ❑ Provide help Desk support for global customers. Troubleshoots all incidents that come into the IT Service Desk. Triage/troubleshooting respective hardware and software, e-mail, network, and peripheral equipment problems; makes repairs and corrections where required.
- ❑ Troubleshoot and configure computer peripherals such as printers and scanners.
- ❑ Makes hardware and software acquisition recommendations, including helping users assess requirements and providing justification for equipment and services.
- ❑ Followed documented operational procedures for the production operation of all monitored systems and software.
- ❑ Promptly creates and documents all incident tickets for all reports of information system problems including system unavailability, unacceptable response time.
- ❑ Manage, document, and report computers inventory.
- ❑ Wireless network support

### **Toyota Motor Corporation**

#### **IT Analyst II – Permanent Full-time**

**September 2021 – May 2023**

- ❑ Performed second level end-user support via ticketing system, Microsoft Team, and TeamViewer.
- ❑ Channeled and escalated technically complex problems to the appropriate resources.
- ❑ Performed computer equipment repairs, managed network printers and wireless connectivity.
- ❑ Successful implementation of the Point-of-Sale system in dealerships.
- ❑ Identified when off-site repairs are required and coordinated with third party vendors.
- ❑ Contributed ideas and solutions to IT Services issues at large.
- ❑ Ensured warranty and registration requirements are fulfilled.
- ❑ Provided Android/iPhone support and front-line telephone support.
- ❑ Created procedures for users and other technical procedures for best practices.
- ❑ Performed regular audits on IT systems to ensure accurate Time & Attendance records.

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## **The Grand Atrium**

### **IT Support Executive – Permanent Full-time**

**March 2021 – August 2021**

- ❑ Provided technical assistance and support to troubleshoot all hardware, software, and basic network issues submitted via ServiceNow.
- ❑ Deployed and set up new computers, and printers for users.
- ❑ Installed and upgraded computer components.
- ❑ Maintained supported computer inventory of hardware in the Asset management database.
- ❑ Purchased computers and other equipment from preferred vendors.
- ❑ Reset user's email profile.
- ❑ Trained end users on new and existing software.

## **D.engage, London, UK**

### **Technical Services Executive – Contract Full-time**

**December 2020 – February 2021**

- ❑ Resolved Technical incidents submitted via phone, email, and Ticketing system.
- ❑ Responsible for trouble shooting and installation of Custom Applications.
- ❑ On boarding of new employees.
- ❑ Demonstrated superior relationship building skills in establishing rapport with clients and stakeholders, resulting in increased trust and collaboration.
- ❑ Followed up on tickets, escalated more involved problems to the appropriate support teams.

## **EDUCATION**

**Google IT Support Professional Certificate**

**April 2025**

**Data Analytics Bootcamp**

**August 2023 – February 2024**

**Bachelor's in software engineering**

**September 2016 – August 2020**

**Visit My Website**

