

JASMEEN KAUR

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WORK EXPERIENCE

Service Desk Analyst Women's College Hospital (WCH)	Nov 2025 – Present Toronto, ON
<ul style="list-style-type: none">Provide high volume walk up, phone, and remote support for Windows 10/11 and Apple devices.Resolve an average of 15 to 20 tickets using Ivanti per day while consistently meeting SLA targets.Perform imaging, software installations, hardware refreshes, replacements, and peripheral setups.Troubleshoot printers, AV equipment, docking stations, and network connectivity issues, escalating when required.Log, prioritize, and close incidents and service requests using enterprise ITSM tools.Support asset lifecycle activities including inventory tracking, redeployment, and vendor coordination.	
IT Infrastructure & Cloud Support Consultant Freelancer	June 2025 – Oct 2025 Toronto, ON
<ul style="list-style-type: none">Executed Windows 10 to Windows 11 imaging and deployments, including installations, moves, additions, and changes.Coordinated data backup and recovery prior to device refreshes and system rebuilds.Installed and configured Microsoft Office 365, printers, shared drives, and endpoint software.	
IT Support Officer (Level 2 Support) Government of Ontario (MPBSDP)	Jan 2024 – Jan 2025 Toronto, ON
<ul style="list-style-type: none">Delivered executive (VIP) tier 2 support to Ministers, Deputy Ministers, ADMs, Parliamentary Assistants (PAs) and their support staff.Supported Windows10/11, macOS, iOS, and mobile devices, including provisioning, troubleshooting, and policy enforcement.Managed device lifecycle activities, including onboarding, redeployment, asset reclaim, and compliance tracking.Troubleshoot networked printers, VPN, MFA, and authentication issues while coordinating escalations with vendors and internal teams.	

TECHNICAL SKILLS

- Mobile Security & Compliance:** Device encryption, passcode policies, auto-lock enforcement, iOS/macOS provisioning, mobile patch compliance
- Device & Endpoint Management:** Windows 10/11, Linux, iOS, Android, MDM fundamentals, Autopilot, Intune, Azure, SCCM, AD
- Identity & Access:** MFA, VPN, Active Directory, secure onboarding/offboarding
- Monitoring & Tools:** MDM dashboard monitoring, version tracking, ServiceNow, BMC Remedy, Jira, M365
- Documentation & Reporting:** SOP creation, audit logs, compliance posture reporting, device inventory tracking
- End-User Support:** Incident response, permissions troubleshooting, remote support, access failure remediation

CERTIFICATIONS

- CompTIA A+ - Expected January 2025
- [Introduction to Transact-SQL](#) – July 2024

PROJECT

Device Compliance & Deployment Optimization	August 2024
<ul style="list-style-type: none">Participated in mobile and endpoint benchmark testing and OS version control tracking before deployments.Documented and improved workflows for device compliance and access control.Documented and escalated mobile policy issues using BMC Remedy to support compliance enforcement.Tracked hardware/software inventory including mobile provisioning and patch readiness.	

EDUCATION

Computer Systems Technician - IT Infrastructure and Services Diploma Sheridan College Institute of Technology and Advanced Learning	May 2023 – April 2025 Brampton, ON
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