

JASMEEN KAUR

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SUMMARY

Computer Systems Technician graduate with Ontario Government internship experience providing Tier 2 IT support for 7,000+ users including Ministers, Deputy Ministers and ADMs across 30 ministries. Skilled in ServiceNow, BMC Remedy, Active Directory, Azure AD, and Microsoft 365 with hands-on expertise in troubleshooting hardware, software, and network issues. Experienced in knowledge base creation, access provisioning, permissions validation, and user training that improve self-sufficiency and reduce repeat incidents. Strong collaborator with IT and security teams, known for clear communication, problem-solving, and delivering responsive service in enterprise environments.

TECHNICAL SKILLS

- **Ticketing & ITSM:** ServiceNow, BMC Remedy, ITIL (Incident, Problem, Change)
- **Systems & Tools:** Microsoft 365, Azure AD, Intune, SCCM, Exchange, Active Directory
- **Operating Systems:** Windows 10/11, macOS, Linux, iOS, Android
- **Networking:** TCP/IP, DNS, DHCP, VPN
- **User Enablement:** Knowledge base creation, training guides, technical documentation

EXPERIENCE

Technical IT Assistant, co-op

January 2024 - December 2024

Ministry of Public and Business Service Delivery, Toronto

(January 2024 – April 2024 and September 2024 – December 2024)

- Responded to 60–100 weekly service desk tickets, resolving hardware, software, and account issues while meeting SLA targets.
- Developed knowledge base articles, user guides, and FAQs that reduced repeat incidents by 20% and empowered end-users with self-help resources.
- Delivered one-on-one and group training on Microsoft 365 features and Windows 11 upgrades, improving adoption and user confidence.
- Supported software installation, updates, and troubleshooting for enterprise applications including Microsoft 365 and Dragon voice-to-text.
- Managed accounts in Active Directory and Azure AD, including provisioning, permissions validation, and secure deactivation.
- Collaborated with Tier 3 teams to analyze recurring issues, streamline processes, and reduce ticket backlog.

PROJECT

Windows 11 Rollout

- Reimaged and deployed 200+ executive devices, resolving post-upgrade issues under tight deadlines.
- Guided users on new features and provided AMA sessions, improving adoption and reducing support requests.

Ticket Resolution & Reconciliation

- Cleared backlog of aged incidents by applying ITIL and SLA practices, improving resolution times.
- Documented fixes and updated knowledge base, reducing repeat issues and increasing transparency.

EDUCATION

Computer Systems Technician - IT Infrastructure and Services Diploma

May 2023 - April 2025

Sheridan College Institute of Technology and Advanced Learning, Brampton, ON

Relevant Courses- Help Desk Management | Windows Administration | Network Design | SQL & Database Management