

JASMEEN KAUR

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EXPERIENCE

Freelance Web Developer

May 2025 – Present

Ambassador Accountants, UK

- Designing and developing a custom website using HTML, CSS, JavaScript, and GitHub for version control.
- Implementing interactive features and managing client feedback throughout the development process.
- Maintaining and updating the site to ensure functionality and responsiveness as requirements evolve.

Technical IT Assistant

Ministry of Public and Business Service Delivery and Procurement, Toronto

January 2024 - December 2024

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

- Provided Tier 2 support to Ministers, ADMs, Deputy Ministers, and executive staff across 30 Ontario ministries.
- Resolved 100+ weekly incidents related to devices, accounts, network access, and applications across Windows, macOS, and mobile platforms.
- Imaged and deployed over 200 devices using Intune, accelerating onboarding and upgrade projects
- Managed user accounts in hybrid environments including password resets, MFA issues, and access troubleshooting via Active Directory and Azure.
- Created internal guides and technical documentation that reduced repeat support tickets and improved resolution times.
- Supported executive profile clearance, mail delegation, and mobile wipes during role transitions, ensuring compliance and minimal downtime.

TECHNICAL SKILLS

- **Tools & Platforms:** Microsoft 365, PowerShell, HTML/CSS/JavaScript, WordPress, MySQL, Visual Studio Code, ServiceNow, JIRA
- **Cloud & Virtualization:** Azure, AWS, Intune, VMware, Hyper-V, Oracle VirtualBox
- **OS Support:** Windows, macOS, Linux, Android, iOS
- **Networking:** TCP/IP, OSI Model, LAN/WAN, router/switch setup (Cisco Packet Tracer)
- **Hardware:** BIOS setup, imaging, desktop assembly, mobile device support

PROJECTS

- **Windows 11 Rollout**
 - Built upgrade schedules for 700+ VIP users by organizing data across 30 ministries using Excel.
 - Verified Autopilot compliance and naming conventions, submitting backend forms to trigger upgrades.
 - Reimaged and deployed devices on-site, supported users post-upgrade, and ran AMA sessions for executive teams.
- **Profile Clearance and Reassignment**
 - Performed secure wipes of laptops and mobile devices used by outgoing VIP staff, ensuring complete data removal.
 - Reconfigured and prepared devices for new users, including imaging, profile setup, and compliance checks.
- **Mailbox Management Project**
 - Led communication with high-profile users regarding mailbox storage limits and capacity issues
 - Assisted VIP staff in enabling and configuring Online Archiving, reducing mailbox size and preventing email disruptions

EDUCATION

Computer Systems Technician - IT Infrastructure and Services (Diploma)

May 2023 - April 2025

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