

JASMEEN KAUR

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WORK EXPERIENCE

IT Infrastructure & Cloud Support Consultant Freelancer

June 2025 – Oct 2025
Toronto, ON

- Planned and executed the migration from **Windows 10 to Windows 11**, ensuring full **hardware and software compatibility** across all devices.
- Backed up user data, created recovery points, and performed clean installations to maintain optimal system performance.
- Installed and configured **Microsoft 365 applications**, network printers, and shared drives to support seamless user operations.
- Continued to provide remote IT support for updates, troubleshooting, and device performance monitoring, while documenting requests through **ServiceNow**.

IT Support Officer (Level 2 Support) Government of Ontario (MPBSDP)

Jan 2024 – Jan 2025
Toronto, ON

- Provided **white glove onsite and remote** tier 2 IT support to **Ministers, Deputy Ministers, ADMs, Parliamentary Assistants (PAs)** and their support staff.
- Managed **iOS/macOS and Windows 10/11 device provisioning** via BMC Remedy; enrolled users and ensured policy compliance.
- Applied and maintained **security configurations** (auto-lock, encryption, OS patching, passcode enforcement) on mobile devices.
- Supported **MFA troubleshooting, VPN setup**, and user authentication across platforms.
- Conducted rollout tests, device policy validations, and user feedback gathering during pilot phases.
- Monitored onboarding/offboarding queues, maintained SOPs, and produced compliance checklists.
- Worked closely with teams to **track non-compliant devices** and escalated unresolved issues.

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 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
- Automation, Scripting & Web Design:** PowerShell, MySQL, HTML, CSS, JavaScript, GitHub, VS Code

CERTIFICATIONS

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

PROJECT

Device Compliance & Deployment Optimization

August 2024

- 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