

JASMEEN KAUR

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WORK EXPERIENCE

Service Desk Analyst

Nov 2025 – Present

Women's College Hospital (WCH)

Toronto, ON

- 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

June 2025 – Oct 2025

Freelancer

Toronto, ON

- 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)

Jan 2024 – Jan 2025

Government of Ontario (MPBSDP)

Toronto, ON

- Delivered executive (VIP) tier 2 support to **Ministers, Deputy Ministers, ADMs, Parliamentary Assistants (PAs)** and their support staff.
- Supported **Windows 10/11, 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

- 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

May 2023 – April 2025

Sheridan College Institute of Technology and Advanced Learning

Brampton, ON