**Service ID- service\_cml9cd8**

**1. Personal Information**

* Full Name – Jasmeen Kaur
* Professional Title (choose which you thinks fits best)
* A short bio or tagline (choose which you thinks fits best)
* Upload a **professional photo** of yourself (will upload by myself but for now name it as jasmeen.png in the code)
* Contact Info:
  + Email: jasmeenkamboj55@gmail.com
  + LinkedIn: [(12) Jasmeen Kaur | LinkedIn](https://www.linkedin.com/in/jasmeen-kaur07/) https://www.linkedin.com/in/jasmeen-kaur07/

[ we will use this as well ---------

Public profile badge builder

Promote your profile by adding a badge to your blog, online resume, or website

By obtaining and using the scripts below, you agree to the Plugin Terms of Use

Step 1: Copy and paste the following script anywhere in your page (you only need to do this once)

<script src="https://platform.linkedin.com/badges/js/profile.js" async defer type="text/javascript"></script>

Copy code

Step 2: Choose a badge from the options below, copy and paste the code (includes a link to your public profile)

Badge options:

Small

Medium

Large

Extra-large

<div class="badge-base LI-profile-badge" data-locale="en\_US" data-size="large" data-theme="light" data-type="HORIZONTAL" data-vanity="jasmeen-kaur07" data-version="v1"><a class="badge-base\_\_link LI-simple-link" href="https://ca.linkedin.com/in/jasmeen-kaur07?trk=profile-badge">Jasmeen Kaur</a></div>

Copy code

<div class="badge-base LI-profile-badge" data-locale="en\_US" data-size="large" data-theme="dark" data-type="HORIZONTAL" data-vanity="jasmeen-kaur07" data-version="v1"><a class="badge-base\_\_link LI-simple-link" href="https://ca.linkedin.com/in/jasmeen-kaur07?trk=profile-badge">Jasmeen Kaur</a></div>

Copy code -----------------------------]

* + GitHub:
  + Phone (optional):

**🔹 2. Education**

* Institution Name(s)- The Sheridan College Institute of Technology and Advanced Learning
* Degree or Diploma Earned - Computer Systems Technician – Information Technology Infrastructure and Services
* Dates Attended- My 2023 – April 2025
* Any special achievements or relevant coursework

**🔹 3. Courses**

APPL 10016 Productivity Software MS Word 3.00 96 12.00 APPL 10302 Web Design 3.00 86 11.40 APPL 19014 Spreadsheet Power User MSExcel 3.00 82 10.80 COMM 13729 Art of Technical Communication 3.00 59 4.50 MEDA 14099G Introduction to Art of Cinema 3.00 84 10.80 SYST 19866 Operating Systems Technologies 3.00 90 12.00 Good Standing Program GPA for Term:3.42 Cumulative Program GPA:3.42 TERM GPA : 3.42 CREDITS EARNED : 18.00 61.50 Fall 2023 Course Description CreditsGrade Points Repeat APPL 10604 Call Tracking and Management 3.00 87 11.40 COMM 10074 Customer Service Skills 3.00 80 10.80 COWT 10022 Work-Term & Career Preparation 1.00 S 0.00 DBAS 11890 Dbase Mgmt using MS Access 3.00 84 10.80 HEAL 13271G Wellness and Healthy Living 3.00 65 7.50 INFO 29760 Hardware Troubleshooting Maint 4.00 84 14.40 TELE 13167 Introduction to Data Communica 3.00 79 9.90 Good Standing Cumulative Program GPA:3.41 TERM GPA : 3.41 CREDITS EARNED : 19.00 64.80 Winter 2024 Course Description CreditsGrade Points Repeat COWT 19999 Diploma Co-op Work-Term 1 1.00 S 0.00 Cumulative Program GPA:3.41 TERM GPA : 0.00 CREDITS EARNED : 0.00 0.00 Spring/Summer 2024 Course Description CreditsGrade Points Repeat APPL 20984 Help Desk Management 3.00 90 12.00 DBAS 20199 SQL and Database Management 3.00 84 10.80 INFO 20172 IT Project Manage Using PMP 3.00 87 11.40 SYST 13416 Linux/UNIX-Operating Systems 3.00 80 10.80 SYST 23551 Windows Administration 3.00 90 12.00 TELE 33324 Data Network Design/Config 3.00 85 11.40 Good Standing Cumulative Program GPA:3.54 TERM GPA : 3.80 CREDITS EARNED : 18.00 68.40 Fall 2024 Course Description CreditsGrade Points Repeat COWT 20799 Diploma Work-Term 2 1.00 S 0.00 Cumulative Program GPA:3.54 TERM GPA : 0.00 CREDITS EARNED : 0.00 0.00 Winter 2025 Course Description CreditsGrade Points Repeat BUSM 19753 Entrepreneurship 3.00 92 12.00 INFO 16178 Training for The I.T. Trainer 3.00 74 9.00 INFO 24178 Computer & Network Security 3.00 69 7.50 PSYC 15065G Psychology Core Concepts 3.00 66 7.50 SYST 16023 MS Powershell Scripting 4.00 82 14.40 SYST 28043 WEB Technologies 3.00 69 7.50 SYST 28296 Systems Admin. Linux/UNIX 3.00 80 10.8

**🔹 4. Co-op Experience**

Executive Services IT Support Officer – Intern

Ministry of Public and Business Service Delivery and Procurement (January 2024 – April 2024 and September 2024 – December 2024) January 2024 - December 2024

• Provided white-glove IT support to Ministers, Deputy Ministers, ADMs, and their staff across 30 Ontario ministries, delivering Tier 2 service while collaborating with Tier 3 teams to resolve complex technical issues.

• Resolved 100+ incidents weekly involving hardware, software, and account access across Windows, macOS, and mobile platforms, contributing to a 15% reduction in ticket backlog.

• Provisioned and configured 200+ devices (laptops, desktops, mobile) using Intune and on-premises tools, accelerating onboarding time by 30%.

• Managed user account provisioning, password resets, and access troubleshooting across Active Directory and hybrid cloud environments.

• Led setup and rollout support for the Windows 11 Upgrade project, including imaging, deployment, user communication, and follow-up — helping complete the transition 2 weeks ahead of schedule.

• Authored and updated 10+ technical guides, FAQs, and knowledge base articles, boosting self-serve resolution and reducing repeat tickets by 20%.

• Participated in incident and problem management processes within an ITIL-aligned framework, supporting efforts to reduce system outages and identify root causes.

• Collaborated with Tier 3 teams and business units to resolve complex technical issues, strengthening cross functional communication and technical documentation practices.

**🔹 5. Current Goals**

* What are you currently looking for? (write what fits best according to you”)

**🔹 6. Skills**

List your skills, categorized if possible:

* **Write all the possible skills that you can by looking my courses from college, I have done variety in my program so include all and categorize them.**

**🔹 7. Projects (Optional but Strongly Recommended)**

Windows 11 Project − Reimaged and deployed over 200 laptops and desktops for Ministers and senior officials using Intune. − Delivered upgrade support and troubleshooting, enabling seamless transition ahead of schedule. Collected and structured Excel data for device users across different Ontario ministries to enable prioritized rollout scheduling. − Created tracking sheets to organize device readiness and upgrade timelines, helping complete the rollout ahead of schedule.

• Profile Clearance and Reassignment − Processed tickets for executive user transitions, including profile removals and secure mobile device wipes. − Ensured clean handovers and readiness of systems for new high-profile users.

**🔹 8. Extras**

* volunteer experience

**Freelance Web Developer**  May 2025 – Present

Ambassador Accountants*,* UK

* Design and deploy a custom website using HTML, CSS, JavaScript, and GitHub.
* Manag layout, interactive features, and version control with client input.
* website-[ambassador-accountants.netlify.app](https://ambassador-accountants.netlify.app/)
* anything else relevant if you want to add then you can