**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*