

Sean Connell

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Professional Summary

Detail-oriented IT Support Specialist with 4+ years of experience supporting enterprise environments, hybrid infrastructures, and large user bases. Proven track record in Active Directory administration, Office 365 & Azure management, system monitoring, security hardening, and automation. Adept at troubleshooting complex technical issues, improving service efficiency, and implementing scalable IT solutions. Recognized for exceptional customer service (90%+ CSAT) and ability to translate technical concepts into clear, actionable support for end users.

Technical Expertise

Systems & Networking: Windows Server (2019/2022), Linux (Ubuntu, CentOS), VMware, Hyper-V, TCP/IP, DNS, DHCP, VPNs, Group Policy, RDP, Azure AD

Security Tools: Intune, MFA/SSO, Conditional Access, Endpoint Protection, CrowdStrike, Proofpoint

Cloud & DevOps: Microsoft 365 Admin Center, Azure, CI/CD familiarity, GitHub, PowerShell scripting, SaaS/PaaS deployment

Tools & Platforms: ServiceNow, ConnectWise, TeamViewer, Office 365, Adobe Suite, Sherweb

Other: ITIL fundamentals, Network troubleshooting, User documentation, Backup & recovery

Professional Experience

The Salvation Army — IT Service Desk Technician

Toronto, ON | Aug 2022 – Present

- Provide Tier-2 support to 9,000+ end users across Canada via ServiceNow (phone, email, portal, and chat).
- Maintain Active Directory and Hybrid Azure AD: create, modify, and decommission accounts; manage groups and permissions.
- Perform M365 administration: mailbox management, Teams & SharePoint configuration, distribution lists, and license management.
- Conduct daily system monitoring, backups verification, and incident escalation in alignment with SLA and change management policies.
- Troubleshoot and configure network drives, printers, and VPN connections; perform OS patching and endpoint hardening.

- Developed user guides, FAQ sheets, and SOP documentation to improve ticket resolution and onboarding efficiency.
- Achieved 95% SLA compliance and 90%+ customer satisfaction ratings consistently.

RHK Consulting — IT Support Specialist

Toronto, ON | Dec 2021 – Aug 2022

- Installed and configured hardware and software for over 30 client environments (Windows, macOS, printers, and VoIP systems).
- Monitored and maintained network and server health, performed patching, and executed backup and data restoration procedures.
- Supported clients with Active Directory, Hyper-V, and remote access tools (TeamViewer, ConnectWise).
- Collaborated with developers and system administrators to support deployment and integration of new applications.
- Authored detailed documentation for system setup, troubleshooting procedures, and upgrade schedules.

Education

St. Clair College — Advanced Diploma, Computer Systems Technology (2018–2021)

Graduated with 4.0 GPA all three years.

References

Available upon request