

Farhan Ali

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Professional Summary

I am an IT Support Specialist with over 2 years of hands-on experience delivering technical support to over 500 users at Propel Holdings, a leading financial tech institution. At my current role, I manage full employee lifecycle from onboarding and provisioning devices to offboarding and asset recovery. I handle a high volume of daily tickets, providing timely resolution for both on-site and remote employees, including senior leadership and call center staff.

My technical proficiency spans Windows 10/11, macOS, Active Directory, Entra ID, Microsoft 365, Exchange, Microsoft Intune (MDM & MAM), Powershell Scripting, Jamf, Teams Room Management, Hyper-V, and Patch Management.

Projects

Phishing Email & Malware Analysis (AgentTesla Infostealer)

Investigated a phishing-delivered AgentTesla infostealer by automating EML parsing with Python, validating artifacts via VirusTotal and Triage, and uncovering SMTP-based credential exfiltration. Documented an incident response playbook covering system isolation, remediation, and threat hunting.

Dynamic and Static Analysis of Linux-Based Ransomware

Performed a dynamic analysis of INC Ransomware targeting Linux and analyzed a shell script-based Linux ransomware sample, then documented a comparative analysis of both ransomware families

Work Experience

IT Support Specialist | Toronto, Ontario Propel Holdings Inc. | 05/2023 - Present

Progressed from Intern to Full-Time IT Support Specialist based on performance and technical growth.

- Provide technical support to 500+ users across Windows, macOS, and SaaS platforms, including executive support.
- Administer Active Directory and Entra ID for identity and access management, including Conditional Access and MFA.
- Proficient in Microsoft 365 and Exchange administration; gained experience working with mail flow and DLP policies, developing understanding of data protection and regulatory compliance.
- Provision and secure endpoints using Intune (MDM/MAM, Autopilot) and JAMF for macOS devices.
- Utilize PowerShell scripting to automate provisioning and patch management tasks, improving efficiency.
- Investigate endpoint security alerts and generate incident reports to support the company's security posture.

Line Cook | Toronto, Ontario Gusto 54 Restaurant Group | 02/2023 - 05/2023

- Operated in a fast-paced kitchen environment, consistently delivering high-quality meals under tight timelines.
- Coordinated with a team of cooks to ensure accuracy, presentation, and timely fulfillment of customer orders.

Food Delivery Driver | Toronto, Ontario Uber | 05/2022 - 01/2023

- Balanced multiple deliveries while maintaining a high customer rating through consistent service and dependability.
- Demonstrated professionalism and clear communication with customers, resolving order issues and delays calmly.

Cashier Customer Service | Toronto, Ontario Popeyes Louisiana Kitchen | 08/2021 - 07/2022

- Handled high-volume customer transactions with accuracy and a positive attitude.
- Resolved complaints, processed refunds, and ensured smooth service at the front counter.

Education

Seneca College | Toronto, Ontario Computer Systems Technician | 04/2024

- Graduating GPA: 3.4