

# Farhan Ali

## PROFESSIONAL EXPERIENCE

### Propel Holdings, Toronto, Canada

#### IT Support Specialist, Corporate IT

08/2023 – Present

- Administered a team of Help Desk staff members, prioritizing daily tasks and overseeing project rollouts.
- Constructed KACE SMA for streamlined patch and software deployment leveraging scripts and PowerShell to incorporate automation.
- Designed WDS/MDT/Autopilot/JAMF to streamline the standard onboarding process.
- Orchestrated the migration from Windows 10 to Windows 11 for the entire organization of 400+ machines within a tight timeframe of 3 weeks with minimal disruption to daily operations.
- Addressed issues with NICE in Contact (SaaS) platform for the contact center as they arose.

### Propel Holdings, Toronto, Canada

#### Help Desk Specialist (Co-Op), Corporate IT

05/2023 – 08/2023

- Provided first-level technical support to 400+ end users, resolving hardware, software, and network issues via phone, email, and in-person assistance with a 95% satisfaction rating.
- Diagnosed and troubleshooted Windows 10/11, Microsoft Office 365, and VPN connectivity problems, achieving an average ticket resolution time of 2 hours.
- Maintained and updated IT documentation including knowledge base articles, troubleshooting guides, and standard operating procedures to improve team efficiency.
- Managed ticketing system (JIRA) to track, prioritize, and escalate technical issues while ensuring SLA compliance and timely communication with users.
- Performed user account management in Active Directory, including password resets, access permissions, and new employee onboarding setup.

## PROJECTS

### Windows Autopilot Deployment Implementation

- Designed and implemented Windows Autopilot zero-touch deployment solution for 300+ devices across the organization, eliminating manual imaging processes and reducing deployment time from 4 hours to 45 minutes per device.
- Developed comprehensive documentation and trained IT staff, resulting in 90% reduction in deployment-related support tickets.

### Mobile Device Management (MDM) Infrastructure Rollout

- Led the deployment of Microsoft Intune MDM solution to manage and secure 400+ corporate iOS, Android, and Windows devices.
- Implemented automated device enrollment, created application deployment packages, and established remote wipe capabilities, achieving 100% device compliance and reducing security incidents by 70%.

## CONTACT

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## SKILLS

### Tools and Software:

- Microsoft 365/Azure
- Qualys, Rapid7, SIEM
- Amazon Web Services
- ServiceNow, JIRA
- KACE SMA, MDT, WDS, Jamf
- SonicWall, Cisco, Cloudflare
- NICE-in-Contact, CCaaS
- Wireshark
- Hyper-V

## EDUCATION

### Seneca College of Applied Arts and Technology

Computer Systems

Technician

Toronto, Ontario