

Amirhossein Zeinali Dehaghani

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SUMMARY

Results-driven IT professional with **5+ years** of experience in end-user support, endpoint management, IT training, and service optimization. Skilled at resolving complex technical issues, improving processes through structured documentation, and delivering clear guidance to non-technical users. Currently supporting enterprise IT operations at **Dilico Anishinabek Family Care**, including help desk, device deployment, M365 administration, security awareness, and application support.

SKILLS

Technical Support & Help Desk

- Help desk ticket lifecycle management using ManageEngine ServiceDesk Plus
- SLA-driven incident resolution and on-call P1 support
- End-user support (phone, remote, onsite) across hardware, software, network, mobile, and telephony systems

Systems & Endpoint Management

- Endpoint deployment and maintenance (Windows 10/11, imaging, Intune, Group Policy)
- Preventative maintenance and troubleshooting of desktops, laptops, switches, and peripherals

Identity, Cloud & Applications

- Hybrid Active Directory / Azure AD (users, groups, policies)
- Microsoft 365 administration (E3/E5 licensing, Exchange Online)
- Application support (Teams, Outlook, SharePoint, Power Apps, Power Automate)

Infrastructure & Networking

- LAN / Wi-Fi / VPN troubleshooting and collaboration with network teams
- Server and communication room maintenance (CAT6 patching, labeling, organization)
- Support for virtual machines and hybrid Azure infrastructure

Security & Compliance

- MFA (Duo), VPN (Cisco Secure Client), and email threat triage (allow/deny)
- Phishing simulation analysis and user security awareness training

Documentation & Training

- SOPs and process documentation (OneNote)
- New-hire technical onboarding and one-on-one coaching
- Training delivery (M365, Teams, VPN, MFA, security awareness)

Languages: English (Advanced) | Persian (Native) | French (Elementary – currently learning)

WORK EXPERIENCE

IT Helpdesk Technician

Dilico Anishinabek Family Care - Thunder Bay, ON

May 2025 – Present

- Manage daily Help Desk operations (**50+ tickets/day**) in **ServiceDesk Plus**, ensuring SLA-based resolution and escalation
- Provide end-user support **remote/phone/onsite**, communicating effectively with non-technical staff
- Deploy and maintain endpoints using **Intune**, **GPO**, and **ManageEngine** (policies, software, configurations)
- Administer **Hybrid AD/Azure AD** and **Microsoft 365/Exchange Online** (accounts, groups, distribution lists, E3/E5 licensing)
- Troubleshoot **LAN/Wi-Fi/VPN** issues and maintain LAN rooms (CAT6 patching, organization, labeling)
- Support security and access tools (**WatchGuard**, **Duo MFA**, **Cisco Secure Client**); review reported emails and support Defender phishing awareness activities
- Support printing/communications (**PaperCut**, office devices) and assist with inventory, purchasing, and vendor/warranty coordination

Highlighted Project – Emergency Alert Power App: Designed and supported a **Power Apps + Power Automate** emergency notification solution delivering targeted alerts via **Teams, email, SMS, and Twilio voice calls**, collaborating with Dev/DevOps on requirements, data sources, and **Azure DevOps** deployments.

IT Administrator

Novin Medical Company – Tehran, Iran

2020-2024

- Managed day-to-day IT operations, providing end-user support and ensuring reliable workstation availability
- Administered **Active Directory** (user accounts, permissions, shared resources) and supported secure access management
- Installed, configured, and maintained **Windows** workstations, business applications, and peripherals
- Troubleshoot hardware/software/connectivity issues and coordinated timely resolution with users and vendors
- Supported local network and office infrastructure (printers, shared devices), ensuring continuity of operations
- Maintained IT documentation and assisted with backups and basic security controls
- Coordinated procurement, vendor support, and equipment lifecycle activities

Highlighted Project – IT Ticket Automation Chatbot: Built a **Teams-integrated Power Automate** ticket automation workflow enabling users to create/update/check request status via guided interactions, improving request quality and reducing turnaround time

EDUCATIONS

MSc, Computer Science

Lakehead University - Thunder Bay, ON

Aug 2024 – Aug 2025

Overall GPA: A+ (95)