# Harry Pham

## SYSTEM ADMINISTRATOR

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## PROFESSIONAL SUMMARY

System Administrator with experience spanning system administration, IT support, and hardware repair in enterprise environments. Skilled in Azure AD, Microsoft 365 Admin Center, Intune, Exchange Admin Center, ServiceNow, and PowerShell for endpoint management, user provisioning, and application deployment.

## EDUCATION

**McMaster University**                                                                                    **Hamilton, ON, Canada**
BACHELOR OF TECHNOLOGY IN SOFTWARE ENGINEERING TECHNOLOGY                            Sept 2023 – Dec 2025
- Relevant Course: Operating Systems, Project Management, Advanced Mathematics, Computer Security

**Seneca Polytechnic**                                                                                    **Toronto, ON, Canada**
ADVANCED DIPLOMA IN COMPUTER ENGINEERING TECHNOLOGY                                       Sept 2017 – Apr 2020

## PROFESSIONAL EXPERIENCE

**S&C Electric Company**                                                                                 **Toronto, ON, Canada**
JR. SYSTEM ADMINISTRATOR                                                                              May 2025 – Present
- Deployed five standardized processes for system recovery and upgrades, reducing downtime, improving performance, and ensuring operational continuity for critical production systems.
- Managed 200+ user accounts and permissions using Azure AD, On-Prem AD, Intune, Exchange Admin Center, Microsoft 365 Admin Center, ServiceNow, and Thycotic, improving provisioning speed by 30%.
- Decommissioned mailed-security groups and migrated to Exchange Online, reclaiming storage, optimizing resources, and reducing costs.
- Automated application deployments via PowerShell, streamlining the Company Portal experience, improving workflow efficiency, reducing manual effort by 40% and enhancing application security.

**S&C Electric Company**                                                                                 **Toronto, ON, Canada**
DESKTOP SUPPORT ANALYST                                                                              Sept 2024 – Apr 2025
- Delivered Tier 1 & 2 IT support via LogMeIn and on-site service, resolving 400+ incidents across NA region.
- Maintained IT asset inventory, documented incidents in ServiceNow, and followed escalation procedures.

**CompuCom Systems**                                                                                     **Markham, ON, Canada**
IT FIELD SERVICE TECHNICIAN                                                                           May 2023 – Sept 2023
- Executed branch migration projects for BMO, deploying IT hardware, configuring PCs and printers, performing Ethernet patching, and ensuring seamless network and system availability at new locations.
- Performed maintenance and upgrades, consistently meeting SLAs and maintaining 90%+ client satisfaction.

**Advanced SkyTech Canada**                                                                              **Markham, ON, Canada**
COMPUTER REPAIR TECHNICIAN                                                                           Sept 2020 – May 2023
- Directly led a team in the desktop production repair chain, overseeing diagnostics, repairs, and quality checks successfully completed bulk orders for Best Buy, Canada Computers, and Amazon.

## TECHNICAL PROJECTS

**Internal IT Ticketing System**                                                                      Sept 2024 – Dec 2024
- Built a custom web app using React, Node.js, and REST API to simulate enterprise ticket workflows
- Designed technician and admin views, emulating ServiceNow-style escalations and role-based access

## CERTIFICATIONS

- COMPTIA Network+ (N10-008) – Certified 2024
- COMPTIA A+ (1001/1002) – Renewed 2024
- CS50: Introduction to Computer Science (HarvardX) – Certified 2024

## TECHNICAL SKILLS

Microsoft 365 Admin Center, Azure AD, On-Prem AD, Intune, Exchange Admin Center, ServiceNow, Thycotic, PowerShell Automation, Endpoint Management, Dell/Lenovo/HP Hardware Repair, Imaging & Deployment