

# Harry Pham

## IT Support Specialist

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### PROFESSIONAL SUMMARY

IT Support Specialist with 1+ year of experience in desktop support, field service, and help desk, plus 3 years in computer repair. Skilled in Microsoft 365, Azure AD, Intune, and PowerShell for application provisioning and endpoint management. Certified in CompTIA Network+, A+ with strong communication and troubleshooting skills.

### EDUCATION

<b>McMaster University</b> Bachelor of Technology in Software Engineering Technology • Relevant Course: Operating Systems, Project Management, Advanced Mathematics, Computer Security	<b>Hamilton, ON, Canada</b> Sept 2023 – Dec 2025
<b>Seneca Polytechnic</b> Advanced Diploma in Computer Engineering Technology	<b>Toronto, ON, Canada</b> Sept 2017 – Apr 2020

### PROFESSIONAL EXPERIENCE

<b>S&amp;C Electric Company</b> Junior System Administrator • Managed 200+ user accounts and permissions using Azure AD, on-prem AD, and Thycotic, improving access provisioning speed by 30% • Provision mailboxes, dynamic groups, and licenses in Exchange, Teams, and SharePoint using Microsoft 365 Admin Center and M365 AD, improving provisioning efficiency • Automated application deployments via PowerShell, reducing manual effort by 40% and errors by 20% • Maintained VMware VMs with routine snapshots and resource optimization, contributing to 99.9% uptime	<b>Toronto, ON, Canada</b> May 2025 – Present
<b>S&amp;C Electric Company</b> Desktop Support Analyst • Delivered Tier 2 technical support via LogMeIn and on-site, resolving 500+ issues across Windows endpoints • Maintained asset inventory, documented incidents in ServiceNow, and followed escalation procedures	<b>Toronto, ON, Canada</b> Sept 2024 – Apr 2025
<b>CompuCom Systems</b> IT Field Service Technician • Provided on-site hardware and software support across 20+ BMO branches • Performed maintenance and upgrades, consistently meeting SLAs and maintaining 90%+ client satisfaction • Simplified technical issues for staff and stakeholders, improving issue clarity and boosting user confidence	<b>Markham, ON, Canada</b> May 2023 – Sept 2023
<b>Advanced SkyTech Canada</b> Computer Repair Technician • Diagnosed and repaired 100+ desktops and laptops daily with a 98% resolution rate • Conducted diagnostics and replaced faulty components, maintaining high service standards	<b>Markham, ON, Canada</b> Sept 2020 – May 2023

### TECHNICAL PROJECTS

<b>Internal IT Ticketing System</b> • 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	Sept 2024 – Dec 2024
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### CERTIFICATIONS

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

### TECHNICAL SKILLS

- **Systems:** AD, Azure AD, M365, Intune, VMware vCenter
- **Scripting:** PowerShell, Python, HTML/CSS
- **Tools:** ServiceNow, Jira, LogMeIn, Thycotic