

Harry Pham

JUNIOR SYSTEM ADMINISTRATOR

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PROFESSIONAL SUMMARY

IT System Administrator 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

McMaster University BACHELOR OF TECHNOLOGY IN SOFTWARE ENGINEERING TECHNOLOGY	Hamilton, ON, Canada Sept 2023 – Dec 2025
• Relevant Course: Operating Systems, Project Management, Advanced Mathematics, Computer Security	
Seneca Polytechnic ADVANCED DIPLOMA IN COMPUTER ENGINEERING TECHNOLOGY	Toronto, ON, Canada Sept 2017 – Apr 2020

PROFESSIONAL EXPERIENCE

S&C Electric Company JUNIOR SYSTEM ADMINISTRATOR	Toronto, ON, Canada May 2025 – Present
<ul style="list-style-type: none">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 efficiencyAutomated 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	
S&C Electric Company DESKTOP SUPPORT ANALYST	Toronto, ON, Canada Sept 2024 – Apr 2025
<ul style="list-style-type: none">Delivered Tier 2 technical support via LogMeIn and on-site, resolving 500+ issues across Windows endpointsMaintained asset inventory, documented incidents in ServiceNow, and followed escalation procedures	
CompuCom Systems IT FIELD SERVICE TECHNICIAN	Markham, ON, Canada May 2023 – Sept 2023
<ul style="list-style-type: none">Provided on-site hardware and software support across 20+ BMO branchesPerformed maintenance and upgrades, consistently meeting SLAs and maintaining 90%+ client satisfactionSimplified technical issues for staff and stakeholders, improving issue clarity and boosting user confidence	
Advanced SkyTech Canada COMPUTER REPAIR TECHNICIAN	Markham, ON, Canada Sept 2020 – May 2023
<ul style="list-style-type: none">Diagnosed and repaired 100+ desktops and laptops daily with a 98% resolution rateConducted diagnostics and replaced faulty components, maintaining high service standards	

TECHNICAL PROJECTS

Internal IT Ticketing System	Sept 2024 – Dec 2024
<ul style="list-style-type: none">Built a custom web app using React, Node.js, and REST API to simulate enterprise ticket workflowsDesigned 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

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