Harry Pham

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PROFESSIONAL SUMMARY

IT Support Analyst | System Administrator | Junior Full-Stack Developer

Proactive and solutions-oriented IT professional with hands-on experience in enterprise support, system administration, and application development. Strong communicator and team player eager to grow in cloud and DevOps environments.

PROFESSIONAL EXPERIENCE

S&C Electric Company   **Toronto, CA**
Junior System Administrator   May 2025 – Present

- Administer user accounts, permission, security groups using Active Directory, Microsoft Intune, and Azure AD.
- Manage Microsoft 365 services through Exchange Admin Center, Teams Admin Center, and SharePoint Admin Center for mailbox provisioning, license assignments, and collaboration policies.
- Automate application package deployment using PowerShell scripting to Company Portal.
- Monitor and manage virtual machines and hosts using VMware vCenter, VM provisioning, and snapshot management.

S&C Electric Company   **Toronto, CA**
Desktop Support Analyst   Sept 2024 – Apr 2025

- Delivered Tier 2 technical support resolving incidents related to Windows OS, Office 365, Exchange, VPN, and enterprise applications through ServiceNow, achieving 90% incident resolution efficiency.
- Administered user accounts and group access via Active Directory and Microsoft Intune, supporting onboarding /offboarding and ensuring compliance with organizational IT policies.
- Worked with the Networking team to troubleshoot connectivity issues, configure DHCP/DNS settings, and ensure seamless integration of cloud-managed devices.

CompuCom Systems   **Mississauga, CA**
IT Field Service Technician   May 2023 – Sept 2023

- Provided top-notch customer service to BMO by breaking down IT technical jargon, maintaining and upgrading servers.
- Anticipated with end users and cross-functional teams within SLA, maintaining 90% of the client satisfaction.

Advanced SkyTech Canada   **Markham, CA**
Computer Repair Technician   Sept 2020 – May 2023

- Diagnosed and repaired hardware issues for desktops, laptops, and peripherals, reaching a 98% repair success rate.

EDUCATION

McMaster University   **Hamilton, CA**
Bachelor of Technology in Software Engineering Technology   Sept 2023 - Dec 2025

Seneca Polytechnic   **Toronto, CA**
Advanced Diploma in Computer Engineering Technology   Sept 2017 - Apr 2020

TECHNICAL PROJECTS

IT Ticketing System (Next.js + JSON REST API)   **Toronto, CA**
Next.js, React, REST API, Node.js, JSON Server   March 2025 – Apr 2025

- Built a ticket management system for IT teams to track issues, status updates, and escalations.
- Implemented routing with server-side rendering and a responsive UI for internal enterprise use.
- Used local database emulation for data persistence and implemented user roles for admin and technician views.

Stock Market Tracker Web App   **Toronto, CA**
Python, Flask, MySQL, JavaScript, HTML/CSS   Jan 2024 – Feb 2024

- Created a client-server financial dashboard that pulls real-time market data and visualizes user holdings.
- Emphasized secure design, modular code structure, and RESTful principles.

CERTIFICATIONS

- COMPTIA Network+
- COMPTIA A+
- CS50: Introduction to Computer Science (Harvard University)

SKILLS

- Tools: Active Directory, Microsoft Azure, Microsoft 365 Admin Center, VMware, ServiceNow, SQL
- Programming: PowerShell, Python, JavaScript, HTML/CSS, RESTful API
- Frameworks: Next.js, React, Flask