KARIM KHOJA

Burnaby, BC | karimkhoja13@yahoo.com | 604-652-2850 | LinkedIn | GitHub

IT Solutions Specialist

Experienced IT Support Specialist with a strong background in technical support, software development, and IT infrastructure management, with a proven ability to resolve tech issues efficiently and enhance system performance through innovative solutions

TECHNICAL SKILLS

Cloud and Directory Services:	Azure Active Directory, Intune, MS Azure, M365 Admin, MS Entra ID, SharePoint
Productivity and Collaboration:	M365, Outlook, MS Teams, Jira ITSM, Azure DevOps, M365 Admin Center
Network Administration:	Wi-Fi, ethernet, VPN, LAN, Firewall, Switches, Routers, Access Points, PowerShell, CCNA
Database Management:	MySQL, SQL Server, PostgreSQL
Data Analysis & Visualization:	Power BI, SSRS, Python
Remote Connection Tools:	TeamViewer, Remote Desktop Connection/RDP, Quick Assist
Operating Systems:	Windows 7, 10, 11, Server, MacOS, Linux
Hardware and Devices:	Laptops, desktops, tablets, smartphones, printers, RAM, SSDs

WORK EXPERIENCE

IT Support Specialist, Co-op   **Jan 2024 - Aug 2024**
Svante Inc., Burnaby, BC
- Resolved 15-20 support requests daily in **Jira** for end-user technical support and IT infrastructure management
- Managed devices and users through Active Directory, Microsoft Azure AD, Intune, and Microsoft Entra ID
- Handled Desktop software/hardware maintenance requests, managed hardware inventory and software licenses
- Developed and managed Power BI dashboards to visualize and analyze Service Desk ticket data from Jira
- Actively developed a comprehensive knowledge base for the IT team, promoting efficient issue resolution

Service Desk Technician   **Apr 2022 - Dec 2023**
Simon Fraser University - IT Services, Burnaby, BC
- Resolved technical service requests including issues with user accounts, printing, network connectivity, email services, mobile devices, and commonly used operating systems such as Windows, iOS, and Android
- Delivered high-quality support solutions by accurately creating, updating, and closing tickets, and answering phone calls within the standard SLAs

Applications Services Analyst, Co-op   **Apr 2021 - Dec 2021**
Microserve, Burnaby, BC
- Provided software support services to users, and helped manage the company database
- Developed a web application for device configuration changes with the .NET framework in C#, HTML, CSS in Visual Studio
- Created sales reports and client reports by developing SQL queries using SQL Server Management Studio and SSRS

EDUCATION

Bachelor of Science, Computer Science   **2019 - 2023**
Simon Fraser University, Burnaby, BC

Advanced Diploma, Computer Programmer Analyst   **2013 - 2015**
George Brown College, Toronto, ON

TECHNICAL PROJECT EXPERIENCE

Power BI Dashboard for Service Desk Ticket Data, *Svante Inc.*
- Developed and managed Power BI dashboards to visualize and analyze Service Desk ticket data from Jira, improving insights into support request trends and team performance.

IT Asset Management Web Application, *Microserve*
- Created a web application for hardware configuration modification using the .NET framework (C#), HTML, and CSS in Visual Studio, enhancing internal process efficiencies by 20%.