




# KARIM KHOJA

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## SUMMARY

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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

## PROFESSIONAL EXPERIENCE

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### Technical Service Desk Analyst

Oct 2024 – present

*NTT Data*

- Identifying, analyzing, documenting, and resolving technical issues for clients via phone, online chat, email, and automated tickets.
- Following a systematic problem solving process to diagnose and resolve issues, and logging calls in the ticketing system for problem determination and trend analysis.
- Providing technical advice and guidance to users in the operation of software, hardware, operating, and network systems.
- Authoring and reviewing technical documentation and knowledgebase articles, acting as a subject matter expert, and keeping the manager informed of high-priority issues.

### Production Support / IT Support Specialist

Jan 2024 – Aug 2024

*Svante Inc.*

- Implemented and administered Azure cloud services, including setting up virtual machines, managing cloud storage, and optimizing cloud resource usage for cost efficiency
- Automated regular cloud infrastructure tasks using Azure PowerShell and Azure CLI
- Created and managed Power BI dashboards to visualize and analyze Service Requests Ticket data from Jira for the Software Development team and the IT team
- Managed devices and users through Microsoft Azure Active Directory and Intune

### Systems Support Technician

Apr 2022 – Dec 2023

*Simon Fraser University*

- Conducted data analysis and compliance checks on applications installed across campus computers using SharePoint reports
- Developed visualizations using Power BI to analyze SharePoint data on loaner computers provided to faculty
- Delivered high-quality support solutions by accurately creating, updating, and closing service request tickets
- 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

### Applications Services Analyst

Apr 2021 – Dec 2021

*Microserve*

- Developed a web application for Configuration information management using the .NET framework (C#), HTML, and CSS in Visual Studio
- Provided software support services and database management, specifically working with SQL in MS SQL Server Management Studio (SSMS) and SQL Server Reporting Services (SSRS)
- Created sales and client reports by developing SQL queries using SSMS and SSRS

## Frontend Developer

Nov 2018 – Feb 2019

*Hoods Guru Inc.*

- Developing an Android app to find popular attractions in Toronto using a website builder called 'GoodBarber' and designed a database for the app using MySQL
- Created responsive web interfaces using HTML, CSS, and JavaScript to enhance user experience
- Participated in daily stand-ups and sprint planning meetings to ensure timely delivery of project milestones

## EDUCATION

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### Bachelor of Science, Computer Science

2019 – 2023 | Burnaby, BC

*Simon Fraser University*

### Advanced Diploma, Computer Programmer Analyst

2013 – 2015 | Toronto, ON

*George Brown College*

## TECHNICAL SKILLS

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**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

**Languages / Frameworks:** C# (.NET), Java (Spring Boot), JavaScript/TypeScript (React, Angular), HTML, CSS, PHP

**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

## PROJECTS

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### 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%.

## CERTIFICATIONS

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### Azure Cloud Computing

2024

*Microsoft*

### Web Development Bootcamp

2023

*Udemy*

### CCNA Networking

2022

*Cisco*