

Jasjot Singh Daler

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Work Experience

Raavi Management Inc— IT Support Specialist 2024

May 2022 – December

Calgary, Canada | Remote Support

- Provided IT infrastructure installation, configuration, and maintenance support, including servers, local area networks (LAN), operating systems, desktops, and peripheral devices.
- Provided technical support for hardware and software issues, troubleshooting and resolving support tickets within established SLAs.
- Collaborated with the Corporate Services IT team on various projects, including system upgrades and software deployments, while managing multiple priorities.
- Reviewed and assessed embedded device security architectures to identify vulnerabilities and ensure robust protection mechanisms.
- Designed and documented secure communication protocols customized for embedded and IoT devices.
- Supported comprehensive threat modeling, protocol analysis, and risk assessments for medical and Internet of Things (IoT) devices.
- Collaborated with cross-functional teams—including engineering and compliance—to align security strategies with regulatory, privacy, and safety standards.
- Investigated potential security incidents and assisted in implementing mitigation strategies.
- Entered, tracked, and maintained work orders in a ticketing system, ensuring accurate documentation and timely resolution of 95% of tickets.

Projects

Microsoft 365 & Intune Deployment

Jan 2024 – Feb 2024

- Migrated email services to Microsoft 365, set up user accounts, and implemented Multi-Factor Authentication (MFA) for enhanced security.
- Deployed Intune for Mobile Device Management (MDM) to enforce security policies and remote device management.
- Configured SharePoint and OneDrive for seamless collaboration and document management.
- Provided end-user training and documentation to ensure efficient adoption of Microsoft 365 services.

VOIP System Setup & Optimization

Mar 2023 – Apr 2023

- Deployed and configured a VOIP phone system for office-wide communication, integrating call routing and voicemail-to-email features.
- Optimized call quality and network performance by analysing traffic and adjusting Quality of Service (QoS) settings.
- Implemented a softphone solution for remote employees to enhance flexible communication.
- Monitored and maintained the VOIP infrastructure to ensure reliability and minimize downtime.

Apache Server Setup and Management

Sep 2022 – Nov 2022

- Installed and configured an Apache server with virtual hosts for multiple websites, ensuring optimal performance and accessibility.
- Optimized server performance through configuration adjustments and continuous monitoring, achieving a 20% increase in response times.
- Overhauled server stability through regular updates and security patches, resulting in 99.9% uptime and minimal downtime.
- Evaluated server logs for performance metrics and anomalies, ensuring operation and early detection of potential issues.

Certifications & Licences

Microsoft Certified: Azure Fundamentals - Certification

May 2024

- Cloud concepts, core Azure services, security, compliance, and pricing, enable communication of cloud benefits and deployment strategies within an organization.

CompTIA A+ (Core 1) – Exam Completed

Feb 2025

- Covers hardware, networking, mobile devices, troubleshooting, and virtualization.
- Demonstrates foundational IT skills in system support, security, and OS configurations.

Education

Fleming College, Canada – Advanced Diploma, Computer Security & Investigations
Concentration 1: Computer Science **Concentration 2:** Information Technology and Security
Courses: Computer Hardware, Network Architecture, Databases, etc.

May 2024

Skills & Interests

Soft Skills: Customer Service, Team Supervision, Project Collaboration, Excellent Communication and interpersonal skills, Innovative and Strategic thinking, Time Management, and Problem-solving skills.

Technical Skills: Technical Support, SQL Server Management, Microsoft 365, Network Monitoring, Windows 10/11, Windows Server 2016/2019 Management, ServiceNow, TeamViewer, Mobile device management (MDM), Intrusion Detection Systems (IDS), Security Information and Event Management (SIEM), Active Directory and user account management, VPNs, SharePoint, Network Troubleshooting, Group Policy (GPOs) Management, Microsoft Azure and Amazon AWS, Strong Knowledge of Network Services and Protocols (DNS, DHCP, TCP, UDP), Virtual Machines (VMware, VirtualBox, Hyper-V), PowerShell/Bash.