Prajjwal Devkota

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Professional Summary

Proactive and results-driven Employee Support Analyst with hands-on service desk experience in a corporate setting, eager to contribute to Morningstar's Toronto office and global support operations. Possesses strong interpersonal and communication skills, coupled with excellent proven troubleshooting abilities across Windows 10 Enterprise, Mac, virtual desktops, printers, and iOS devices. Proficient in Active Directory, Azure Active Directory, Office 365, and multi-factor authentication (MFA) administration. Experienced in providing customer service via telephone, email, and ticketing systems, managing tickets within required SLAs, and contributing to both internal and customer-facing knowledge bases. Exhibits a highly proactive "can-do" attitude, capable of managing multiple demands, tight deadlines, and assessing competing priorities to resolve issues efficiently.

Technical Skills

- **Operating Systems:** Windows 10 Enterprise, macOS, Linux, Virtual Desktops
- **Device Support:** PC (Hardware & Software), MAC (Hardware & Software), iOS Devices, Printers, Peripherals
- **Microsoft Ecosystem**: Office 365 (Outlook, Teams, SharePoint, OneDrive, Office Suite), Active Directory, Azure Active Directory, Microsoft 365 Administration
- **Authentication & Security:** Multi-Factor Authentication (MFA) Administration, Okta Verify, Anti-virus
- **Service Desk Tools:** Ticketing Systems (ServiceNow, Jira, Ivanti), Remote Support Tools, Asset Management Database
- **Collaboration Tools:** Zoom (AV Services & System Support), Microsoft Teams, SharePoint
- **System Administration:** Account Provisioning/Deprovisioning, Computer Image Deployment (Autopilot, SCCM/PDQ Deploy, Intune)
- **Documentation & Knowledge Base:** Internal & Customer-Facing Knowledge Bases, Help Sheets, FAQ Lists, SOP Writing, Modulating Communication
- **Scripting:** PowerShell

Work Experience

EMCO Corporation | IT Systems Analyst | London, Canada
May 2024 – August 2024

- Served as a primary contact for 500+ hybrid users, providing comprehensive Tier 1/2 IT service desk support for Windows 11 and Microsoft 365 environments via ServiceNow and remote-access systems (SCCM, RDP).
- Managed ticket resolutions for employees, prioritizing incidents and service requests according to defined processes to meet established SLAs.
- Performed provisioning of end-user devices including PC hardware and software installation, setup, configuration, and maintenance via Autopilot and Microsoft Intune.
- Managed Active Directory user provisioning, group policies, and permissions for employees, including account provisioning and deprovisioning through Entra ID (Azure Active Directory).
- Authored and edited 10+ user documentation and procedures, contributing to self-help knowledge bases and ensuring proper documentation for ticket closure.
- Streamlined device deployment and reimaging for 15+ computers by leveraging Microsoft Autopilot and PowerShell scripting to extract device hashes, ensuring seamless enrollment into Intune and Autopilot compliance.
- Automated inactive device cleanup using PowerShell scripts to extract Intune logs, supporting quarterly audit cycles finding over 50 devices using unsupported OS and patches.

Ministry Of Solicitor General, Justice Technology Services | IT Systems Assistant | London, Canada
Jan 2023 – April 2023

- Provided first contact Tier 1 Help Desk support on-site and via phone, ensuring courteous, timely, and effective resolution of critical, time-sensitive issues (e.g., login lockouts, Wi-Fi drops, PC reimaging, printing errors, AV systems) for end-users using eSMT to manage and monitor tickets.
- Escalated incidents with accurate documentation to suitable technicians when required, ensuring thorough record-keeping.

- Configured desktops, printers, and wireless settings, and supported day-to-day troubleshooting for Windows environments across multiple departments.
- Managed account provisioning and access resets using Active Directory, ensuring compliance with security policies for 40+ accounts.
- Monitored iOS/Android mobile devices in Intune, enforcing encryption and secure wipe settings for court-assigned endpoints.
- Diagnosed network connectivity issues (DHCP conflicts, DNS issues), escalating recurring problems with full ticket logs and system diagnostics.
- Maintained accurate IT asset inventory records during hardware refresh cycles, tracking inventory and confirming decommissioning of outdated devices.

Education

Fanshawe College   London, Canada
Advanced Diploma in Computer Programming and Analysis | **GPA 3.96**   Jan 2022 – December 2024

Certifications

- **Google's Foundation of Cybersecurity**
- **Cisco Networking Basics**
- **Cisco Networking: Device and Initial Configuration**
- **AWS Cloud Practitioner**