



SIDDHARTH SAJEEWON

SENIOR INFRASTRUCTURE AND SYSTEM SUPPORT ANALYST

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 Laval, Quebec (Permanent Resident)

EDUCATION

- BSc with honours in IT (2022)
- British Computer Society (BCS),  
The Chartered Institute for IT
- BCS Level 6 Professional Graduate Diploma in IT (2022)
  - Professional Graduate Diploma Examination Certificate (2020)
  - Diploma Examination Certificate (2019)
  - BCS Level 4 Certificate in IT (2017)

CERTIFICATIONS

- Introduction to Microsoft Azure Cloud Services (2025) - Coursera
- Microsoft IT Support Specialist (2025) - Coursera
- The Ethical IT Professional (2022) - BCS, The Chartered Institue for IT
- Introduction to Cybersecurity (2020) - Cisco
- Fundamentals of Digital Marketing (2020) - Google Digital Garage

SKILLS

- Active Directory & User Account Management
- Microsoft 365 (Exchange, Teams, SharePoint)
- Windows 10/11 OS Support & Troubleshooting
- Microsoft Azure & Azure AD
- Endpoint Security: CrowdStrike, ManageEngine Endpoint Central
- Virtualisation: VMware
- Remote Access Tools: Remote Desktop, Forticlient VPN, Connect Tunnel
- Networking: Cisco Meraki, Forescout
- IT Asset Management and Ticketing Systems: GLPI
- Documentation: Confluence
- Strong Troubleshooting & Problem-Solving
- Effective task prioritisation and incident management
- Collaborative team player with experience working across teams
- Patient and customer-focused approach to user support
- Always learning new tech to stay up to date

ACHIEVEMENTS

• USER SUPPORT AND INCIDENT HANDLING

Resolved 200+ monthly support requests across multiple channels, ensuring SLA compliance and accurate incident tracking.

• SOFTWARE PACKAGE DEPLOYMENT AUTOMATION

Successfully developed software deployment packages for Office 365, Connect Tunnel VPN, CrowdStrike, and VMware Horizon using ManageEngine, enabling users to install via one-click on the Self-Service Portal.

• WINDOWS 11 ENTERPRISE DEPLOYMENT

Led the deployment of Windows 11 across all company computers using WSUS, Group Policy, and Active Directory for streamlined and consistent rollout.

LANGUAGES

English - Fluent  
French - Fluent  
Mauritian Creole - Fluent

PROFILE

With solid experience in IT support and system maintenance, I specialise in resolving technical incidents, managing IT assets, and ensuring system uptime across both cloud and on-premise environments. Skilled in troubleshooting hardware, software, network, and security issues, I bring a methodical and service-focused approach to every task. I collaborate on security assessments and internal projects to help strengthen performance and reliability. Known for my initiative, I stay current with emerging technologies and continuously seek to expand my expertise.

WORK EXPERIENCE

Senior Infrastructure and System Support Analyst

iQera Indian Ocean Ltd

December 2022 - July 2025

- Resolved user requests across ticketing platform, phone, remote and onsite support, while maintaining detailed incident logs aligned with ITIL practices.
- Monitored critical IS resources and application performance, identifying bottlenecks and contributing to system optimisation and capacity planning.
- Investigated and resolved complex hardware and software incidents, reducing resolution time and supporting root cause analysis.
- Administered access controls and supported the implementation of new systems and applications, aligning with security and operational standards.
- Actively contributed to IT infrastructure and security projects, managing task prioritisation and ensuring timely delivery of technical objectives.

Infrastructure and System Support Analyst

iQera Indian Ocean Ltd

May 2022 - December 2022

- Installed and configured hardware, OS, and applications to ensure stable system performance and minimal downtime.
- Provided technical support to staff across phone, email, and in person, resolving setup issues and following technical procedures for fault repair.
- Diagnosed and escalated network and system issues, improving day-to-day user productivity.
- Maintained user documentation and support reports to ensure consistency and knowledge sharing.
- Assisted in rolling out new applications and managed user access and permissions as per operational needs.

Information Security Analyst Level 1

CyberVadis Ltd

January 2022 - May 2022

- Performed desktop audits and reviewed security policies and practices to assess compliance and identify gaps.
- Monitored supplier assessments and stayed current on cybersecurity standards, regulations, and evolving threats.
- Analysed supplier profiles and collaborated with internal and external teams to clarify risk-related issues.
- Contributed to the improvement of assessment methodology and supported quality assurance initiatives.

IT Technician

Holdem Holdings Ltd

December 2018 - December 2020

- Installed and optimised hardware, OS, and enterprise applications to ensure stable and high-performing user environments.
- Maintained system uptime through regular monitoring and prompt response to operational issues.
- Provided end-user support during setups and technical incidents across email, phone, and in person, ensuring minimal disruption.
- Resolved hardware/software issues efficiently, replaced faulty components, and documented solutions for internal reference.

