Jalees Moeen

Information Technology Analyst

416-500-1042

jaleesmoeen125@gmail.com

www.linkedin.com/in/jaleesmoeen/

Work Authorization - Permanent Resident

PROFILE SUMMARY

More than 4 years of overall experience in the field of Information Technology. Looking for a position as a Technical Support analyst where I may use my exceptional troubleshooting skills and knowledge.

SKILLS

- In Depth experience in upgrading, configuration, troubleshooting, and support of PC's and laptop.
- Restoration of previous versions, Backups.
- Experience working with Windows 10 Applications.
- Understanding of networking concepts such as DNS, DHCP, Group Policies, TCP/IP protocols and applications.
- Knowledge of Windows Domains.
- Environment: Office 365, SharePoint.
- Strong knowledge of Internet Explorer 11 / Google chrome.
- Detail oriented with excellent analytical, troubleshooting and problem solving abilities.

PROFESSIONAL EXPERIENCE

Roshan Consulting Services, Burlington, ON

IT Service Desk Analyst II – Contract Full-time   **March 2024 - August 2024**

- Provide help Desk support for global customers. Troubleshoots all incidents that come into the IT Service Desk. Triage/troubleshooting respective hardware and software, e-mail, network, and peripheral equipment problems; makes repairs and corrections where required.
- Troubleshoot and configure computer peripherals such as printers and scanners.
- Makes hardware and software acquisition recommendations, including helping users assess requirements and providing justification for equipment and services.
- Follows documented operational procedures for the production operation of all monitored systems and software.
- Promptly creates and documents all incident tickets for all reports of information system problems including system unavailability, unacceptable response time.
- Manage, document, and report computers inventory.
- Wireless network support

Toyota Motor Corporation

IT Analyst II – Permanent Full-time   **September 2021 – May 2023**

- Performed second level end-user support via ticketing system, Microsoft Team, and TeamViewer.
- Channeled and escalated technically complex problems to the appropriate resources.
- Performed computer equipment repairs, managed network printers and wireless connectivity.
- Successful implementation of the Point-of-Sale system in dealerships.
- Identified when off-site repairs are required and coordinated with third party vendors.
- Contributed ideas and solutions to IT Services issues at large.
- Ensured warranty and registration requirements are fulfilled.
- Provided Android/iPhone support and front-line telephone support.
- Created procedures for users and other technical procedures for best practices.
- Performed regular audits on IT systems to ensure accurate Time & Attendance records.

Jalees Moeen

The Grand Atrium

IT Support Executive – Permanent Full-time   **March 2021 – August 2021**

- ❏ Provided technical assistance and support to troubleshoot all hardware, software, and basic network issues submitted via ServiceNow.
- ❏ Deployed and set up new computers, and printers for users.
- ❏ Installed and upgraded computer components.
- ❏ Maintained supported computer inventory of hardware in the Asset management database.
- ❏ Purchased computers and other equipment from preferred vendors.
- ❏ Reset user's email profile.
- ❏ Trained end users on new and existing software.

D.engage, London, UK

Technical Services Executive – Contract Full-time   **December 2020 – February 2021**

- ❏ Resolved Technical incidents submitted via phone, email, and Ticketing system.
- ❏ Responsible for trouble shooting and installation of Custom Applications.
- ❏ On boarding of new employees.
- ❏ Demonstrated superior relationship building skills in establishing rapport with clients and stakeholders, resulting in increased trust and collaboration.
- ❏ Followed up on tickets, escalated more involved problems to the appropriate support teams.

EDUCATION

Data Analytics Bootcamp   **August 2023 – February 2024**

Bachelor's in software engineering   **September 2016 – August 2020**

Visit My Website