

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. Certified in Google IT Support with hands-on experience supporting global enterprise environments. 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 11/10 Applications.
- ❑ Understanding of networking concepts such as DNS, DHCP, Group Policies, TCP/IP protocols and applications.
- ❑ Knowledge of Windows Domains, Active Directory account management.
- ❑ Environment: Office 365, SharePoint, ServiceNow, TeamViewer, ticketing systems.
- ❑ Strong knowledge of Internet Explorer 11 / Google chrome.
- ❑ Detail oriented with excellent analytical, troubleshooting and problem-solving abilities.

PROFESSIONAL EXPERIENCE

FGF Brands, Toronto, ON

IT Technical Support Analyst II – Permanent Part-time

September 2024 - Present

- ❑ 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.
- ❑ Spearheaded Office 365 administration, automating user account management, mail flow rules, and security group configurations, reducing manual workload by 30%.
- ❑ Managed and optimized Active Directory (AD) accounts, including user provisioning, group policy management, and security configurations to ensure robust and secure access control.
- ❑ Collaborated with IT teams (Service Desk, Security, Networking, Database) to design and implement solutions for complex IT challenges, improving response times and issue resolution.
- ❑ Monitored and managed enterprise ticketing system, prioritizing tasks based on severity to ensure compliance with Service Level Agreements (SLAs).

Roshan Consulting Services, Burlington, ON

IT Service Desk Analyst II – Contract Full-time

March 2024 - August 2024

- ❑ 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.
- ❑ Followed 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

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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.

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

Google IT Support Professional Certificate

April 2025

Storytelling and influencing: Communicate with impact

April 2025

Data Analytics Bootcamp

August 2023 – February 2024

Bachelor's in software engineering

September 2016 – August 2020

Visit My Website

