

SAMUEL KAUR

IT Support Specialist

Surrey, BC | samuel.kaur@email.com | (604) 555-0113 | linkedin.com/in/samuelkaur

PROFESSIONAL SUMMARY

IT support specialist covering 480 endpoints across three sites. Resolves 92% of tickets at tier 1 and rebuilt the imaging process to cut deployment time by 70%.

CORE SKILLS

- Windows 10/11 and macOS
- Microsoft 365 administration
- Network troubleshooting
- VPN and remote access
- Active Directory and Entra ID
- Ticketing (Jira, ServiceNow)
- Endpoint imaging (Intune)
- User training

PROFESSIONAL EXPERIENCE

IT Support Specialist

2022 - Present

Coastal Manufacturing, Surrey, BC

- Support 480 endpoints and 320 users across 3 sites.
- Cut average resolution time from 9 hours to 3.5 with a new triage process.
- Automated device imaging with Intune, reducing setup from 3 hours to 50 minutes.

Help Desk Technician

2020 - 2022

Lower Mainland IT Services, Burnaby, BC

- Handled 60+ tickets weekly for 14 small-business clients.
- Documented 45 knowledge base articles used by the full support team.

CERTIFICATIONS

- CompTIA A+ and Network+
- Microsoft 365 Certified: Modern Desktop Administrator

EDUCATION

Network and Systems Administration Diploma

2020

BCIT, Burnaby, BC