

JAINAM SHAH

Desktop Support & Endpoint Specialist | Intune, SCCM, Active Directory, Microsoft 365

Mississauga, ON (open to relocation) | 289-489-2916 | jainamshah75@gmail.com | linkedin.com/in/jainamshah73 | Eligible to work in Canada

PROFESSIONAL SUMMARY

IT support and endpoint specialist with 6 years of experience in government and enterprise environments. Deploys and manages Windows and macOS devices with Microsoft Intune, SCCM, and Windows Autopilot; manages identity and access in Active Directory and Azure AD (Entra ID) for 10,000+ users; and keeps endpoints compliant and secure with BitLocker, Conditional Access, patching, and malware remediation. Experienced with L1/L2 support, SAN and NFS storage, PowerShell automation, and ITIL incident and change management, including on-call work and major incident response. Certified Ethical Hacker (CEH), Red Hat Certified Engineer (RHCE), and Microsoft AZ-900, SC-900, and AI-900.

TECHNICAL SKILLS

Endpoint Management & Deployment: Microsoft Intune (MDM/MAM, compliance policies, Conditional Access), SCCM (MECM), Windows Autopilot, MDT, WDS, Sysprep, OS imaging; Windows 10/11, macOS, iOS and iPadOS

Identity & Microsoft 365: Active Directory, Group Policy, OU design, Entra ID (Azure AD, 10,000+ users), SSO and MFA, Microsoft 365 admin (Exchange, Teams, SharePoint)

Security: BitLocker and FileVault encryption, patching, malware remediation, compliance monitoring, CEH and SC-900 certified

Servers, Storage & Linux: Windows Server (2016/2019/2022), Storage Area Network (SAN), NFS file services, DNS, DHCP, Red Hat Enterprise Linux (RHCE), Hyper-V and VMware vSphere (labs)

Networking: TCP/IP, DNS, DHCP, VPN, LAN and Wi-Fi troubleshooting, Ubiquiti UniFi, pfSense firewall configuration, Cisco routing and switching (coursework)

Hardware & Assets: Dell, HP, and Lenovo desktops and laptops, printers, scanners, and peripherals, hardware inventory and asset tagging, barcode systems, software licensing

Tools & Process: ServiceNow (ITSM, CMDB), Zendesk, Jira, Confluence, PowerShell, Python, Bash, ITIL incident, problem, and change management

PROFESSIONAL EXPERIENCE

Cybersecurity Technical Support Analyst

Apr 2021 to Present

Blueocean Contact Center | Halifax, NS (Remote)

- Provide first- and second-level support for Windows and macOS users, diagnosing desktop, OS, software, and connectivity issues and escalating to engineering when needed.
- Enrol, configure, and deploy user devices and applications with Microsoft Intune, Windows Autopilot, and Azure Active Directory (Entra ID).
- Maintain endpoint security standards through Intune compliance policies and Conditional Access, applying BitLocker encryption, updates, and remediation for non-compliant devices.
- Use PowerShell and Python scripts to automate routine support tasks.
- Document requests and resolutions in Zendesk and ServiceNow, closing tickets against defined SLAs.
- Remove malware and remediate infected devices while preserving user data and keeping downtime low.
- Write and maintain knowledge base articles, runbooks, and how-to guides in Jira and Confluence so common fixes are handled the same way every time.
- Track software licenses and hardware assets across the user base, keeping inventory records current.

Desktop Deployment Technician (Contract)

Mar 2021

Elections Nova Scotia | Dartmouth, NS

- Configured, re-imaged, and upgraded end-user laptops with drivers, OS patches, and software before deployment.
- Installed and configured network printers and scanners across multiple office locations.
- Resolved upgrade issues onsite and confirmed every device was ready for time-critical election operations.

- Kept accurate hardware inventory sheets and verified asset tags and equipment assignments.

Service Desk Analyst

May 2020 to Feb 2021

Ministry of Public and Business Service Delivery | Oakville, ON

- Administered Microsoft Azure AD for 10,000+ users and devices, handling account and access provisioning in line with approved processes.
- Supported enterprise Storage Area Network (SAN) infrastructure as part of broader systems responsibilities.
- Diagnosed and helped resolve a major NFS file service outage affecting Ontario court locations, isolating a failed backend service, restoring access in stages, keeping the incident manager updated, and documenting the fix as a new runbook.
- Handled hardware and software incidents and service requests within SLA timeframes, both remotely and on call.
- Gave practical, plain-language guidance to users on productivity and corporate tools and followed up to confirm issues were fixed.
- Acted as a point of contact during Severity 1 incidents, tracking them through to closure under ITIL-aligned processes.

PROJECTS

pfSense Firewall Network Security Lab

Mohawk College

- Built and configured a pfSense firewall in a virtual lab to simulate a secure small-business network, including firewall rules, NAT, and network segmentation.
- Configured VPN access for remote connectivity and documented the network topology and test results.

EDUCATION

Advanced Diploma, Computer Systems Technology

Jan 2024 to Dec 2024

Network Technician and Security Analyst program, Mohawk College of Applied Arts and Technology | Hamilton, ON

Diploma, Computer Systems (Network Technician)

Jan 2018 to Apr 2020

Mohawk College | Hamilton, ON

Bachelor of Technology (BTech), Computer Science and Engineering

Aug 2013 to May 2017

Gujarat Technological University | Vadodara, India

CERTIFICATIONS

- Microsoft Azure Fundamentals (AZ-900), Certiport, 2023
- Microsoft Azure Security, Compliance and Identity (SC-900), Certiport, 2023
- Microsoft Azure AI Fundamentals (AI-900), Certiport, 2023
- Red Hat Certified Engineer (RHCE), Red Hat, 2017
- Certified Ethical Hacker (CEH), EC-Council, 2017