

JEERUSANTH MAHESWARAN

Toronto, ON | 647-580-5649 | JeerusanthM@gmail.com | LinkedIn

IT OPERATIONS | SERVICE DELIVERY | IT SUPPORT LEADERSHIP

PROFESSIONAL SUMMARY

IT Operations and Service Delivery professional with experience supporting enterprise-scale environments across infrastructure, healthcare, government, and retail sectors. Skilled in Microsoft cloud technologies, identity and access management, endpoint management, enterprise applications, ITSM workflows, documentation, and SLA-driven support. Recognized for improving operational consistency through runbooks, SOPs, knowledge base resources, structured incident resolution, stakeholder communication, and process improvement initiatives. Positioned for progression into IT Manager, IT Operations Manager, Service Desk Manager, Technical Support Manager, IT Team Lead, Service Delivery Manager, Infrastructure Operations Lead, and IT Supervisor roles.

CORE COMPETENCIES

IT Operations & Service Delivery IT Operations Management Service Delivery Incident Management Problem Management Escalation Management SLA Management Service Performance Root Cause Analysis Continuous Improvement ITSM	Leadership & Stakeholder Management Team Leadership Technical Mentoring Stakeholder Engagement Cross-Functional Collaboration Customer Service Excellence Relationship Management Operational Coordination Training & Knowledge Transfer
Governance, Risk & Process Process Optimization Knowledge Management SOP Development Runbook Creation Documentation Governance Audit Readiness Compliance Management Risk Assessment Access Governance Regulatory Compliance	Cloud, Infrastructure & Analytics Microsoft Azure Entra ID Active Directory Microsoft Intune Windows Autopilot Microsoft 365 Exchange Online SharePoint Teams SAP Citrix BMC Remedy SQL Excel Dashboards PowerShell Python

PROFESSIONAL EXPERIENCE

Aecon Group Inc. | Service Desk Analyst

Toronto, ON | March 2026 - Present

- Administer enterprise identity and access management operations supporting 1,000+ users through Entra ID and Active Directory, including provisioning, de-provisioning, RBAC group assignments, MFA enforcement, conditional access support, and group policy administration.
- Resolve Tier 1/2 incidents end-to-end through BMC Remedy across Microsoft 365, SAP, Citrix, identity, access, and endpoint services while maintaining SLA commitments and consistent service delivery standards.
- Support hybrid cloud environments by diagnosing authentication failures, identity federation conflicts, and AD-to-Azure synchronization issues using structured troubleshooting and root cause analysis.
- Manage Microsoft Intune MDM/MAM and Windows Autopilot device provisioning, supporting endpoint compliance baselines, security configuration profiles, device health policies, and operational standardization.
- Develop and maintain internal runbooks, SOPs, onboarding/offboarding procedures, and knowledge base articles that improve support consistency, strengthen knowledge transfer, and support audit readiness.
- Collaborate with technical teams, business stakeholders, and end users to escalate critical issues, address recurring service disruptions, and identify service improvement opportunities.

Statistics Canada | Enumerator (Contract)

Toronto, ON | June 2026 - July 2026

- Executed federally regulated data collection and validation processes for the Canadian census, ensuring accuracy, completeness, and compliance with established operational standards.
- Managed assigned workload and geographic portfolio while meeting project deadlines, reporting requirements, and service objectives in a short-term contract environment.
- Collaborated with community stakeholders to gather, verify, and document information, demonstrating communication, relationship management, issue resolution, and service delivery skills.
- Maintained accurate documentation and activity records using government-approved digital systems, supporting data integrity, operational accountability, reporting accuracy, and auditability.
- Applied quality assurance procedures to identify and resolve information discrepancies while maintaining procedural compliance and confidentiality expectations.
- Demonstrated independent decision-making, organization, and accountability in a fast-paced, deadline-driven operational environment.

Ontario Health | Santé Ontario | Junior Specialist Intern - Business Systems Support

Toronto, ON | May 2023 - August 2023

- Managed SFTP access controls and Active Directory permissions for clinical and administrative users, ensuring secure access governance, least-privilege administration, system availability, and PHIPPA-aligned compliance.
- Supported an end-to-end SQL Server migration to Microsoft Azure, contributing to cloud modernization, infrastructure scalability, secure data handling, and regulatory compliance objectives.
- Resolved network and access incidents using BMC Remedy and remote diagnostic tools, contributing to a documented 20% reduction in mean incident response time through structured triage and escalation practices.

- Coordinated legacy system decommissioning activities including data migration support, access revocation, system isolation, and compliant hardware disposal to reduce operational and security risk.
- Designed and maintained technical security documentation and internal support guides, improving audit trail quality, onboarding efficiency, knowledge transfer, and support consistency.

OSL Retail Services | Technical Sales & IT Support Specialist

Toronto, ON | March 2024 - May 2025

- Managed IT infrastructure across four retail locations, configuring VPNs, DNS, DHCP, VOIP systems, and networked peripherals while reducing multi-site setup and deployment time by 20% through standardized procedures.
- Delivered high-volume account security and technical support, resolving 50+ weekly password resets and account lockouts while reducing average resolution time by 25% through systematic triage and self-service guidance.
- Designed and deployed a QR-based automated customer feedback capture system, increasing Google Review submission volume by 40% and demonstrating process automation, operational improvement, and data-driven decision making.
- Generated \$214,000+ in annual sales revenue and consistently exceeded monthly targets by 25% through consultative selling, customer retention, stakeholder communication, and negotiation skills.

LEADERSHIP EXPERIENCE

HEROS Hockey | Youth Development Coach

Greater Toronto Area | September 2016 - Present

- Mentor 500+ youth from early development through post-secondary readiness, designing and leading structured coaching sessions, academic preparation workshops, and life-skills programming.
- Build and maintain long-term relationships with students, parents, coaches, and community stakeholders, demonstrating leadership, communication, teamwork, influence, and sustained stakeholder engagement.

SELECTED PROJECTS

- MITM Attack Simulation - Executed a controlled Man-in-the-Middle attack via ARP poisoning using Ettercap and Wireshark, documented network-layer vulnerabilities, and produced a threat report with countermeasures mapped to NIST CSF Identify and Protect functions.
- GRC Analysis - Conducted risk assessments and security audit analysis using NIST CSF and ISO/IEC 27001 methodologies; authored a remediation-focused enterprise security policy and presented findings to university stakeholders.
- Behavioral Anomaly Detection Model - Engineered a logistic regression classification model using Python, Scikit-learn, XGBoost, feature engineering, cross-validation, and KPI dashboards in Jupyter and Excel.

EDUCATION & CERTIFICATIONS

University of Ontario Institute of Technology (UOIT) - Bachelor of Information Technology (Honours), Networking and Information Technology Security | Graduated October 2024

Microsoft Certified: Azure Fundamentals (AZ-900) | Completed September 2023 | Credential ID: 314AE655CA7CBDD8

In Progress: Microsoft Security, Compliance & Identity Fundamentals (SC-900); Microsoft Azure Security Engineer Associate (AZ-500)

Cisco Networking Academy: DevNet Associate (DevOps); CCNA Routing & Switching Essentials; CCNA Connecting Networks; CCNP Enterprise: Core Networking