Eesa Ali

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TECHNICAL SKILLS

- **IT Support & Service Desk:** Tier 1 / first-line support, incident and service request management, ticketing (ServiceNow, Jira), escalation, SLA compliance, knowledge base management, project scheduling
- **Identity & Endpoints:** Active Directory, Group Policy, account provisioning, password resets, user access management, MFA, Windows 10/11, Microsoft 365 cloud environment (Outlook, Teams, SharePoint, OneDrive)
- **Networking:** TCP/IP, DNS, DHCP, VPN, wireless, connectivity troubleshooting (ping, ipconfig, nslookup, tracert), VLANs and subnetting, IPAM, Network Diagramming
- **Hardware & Deployment:** Desktop, laptop, and mobile device setup, peripherals, printers, imaging & deployment
- **Scripting & Technical Tools:** SQL, C#, .NET, JavaScript, PowerShell, Git/GitHub, Windows Server, Claude Code
- **Certifications:** CompTIA Network+ (Issued Oct 2026)

EXPERIENCE

Owner & Business Development | Ali *Clips Studio (Self-employed), Mississauga, ON* Aug 2020 – Present

- Operated a solo, private studio barbering business across 1300+ completed yearly engagements, delivered consistent, reliable and tailored service, growing client base to 300+ accounts (+64% YoY) with ~216 repeating monthly clients

Software Verification Specialist (Co-op) | Siemens *Healthineers, Waterloo, ON* May 2023 – Aug 2023

- Executed 100+ functional and integration test cases per sprint, triaging and logging defects in Jira for stable releases
- Performed regression and stability testing across lab, staging and pre-production environments to validate system behavior and release validation before software deployment
- Collaborated with developers and QA leads to reproduce, isolate and conduct root cause analysis on defects, documenting findings to ensure quick resolutions and recurrence prevention
- Improved QA processes by refining test case documentation in Confluence and contributing to regression cycle improvements to support more reliable production releases

IT Consultant | Sherbourne *Health, Toronto, ON* Mar 2021 – Jul 2021

- Served as first point of contact providing Tier 1 technical support to clinic staff, triaging and resolving hardware, software, network infrastructure, printer and account incidents in a timely manner to maintain system availability
- Administered user lifecycle management including account provisioning, access control, password resets, MFA configuration across Active Directory and Microsoft 365
- Configured and deployed endpoints (desktops, laptops and peripherals), and maintained a knowledge base of documented procedures and resolutions to support operational efficiency
- Developed a Microsoft Excel automation tool to reformat and migrate client data between booking system (Verto) and CRM (Salesforce COVaxon) to expedite client data uploads, eliminating manual error, and reducing upload time by 90%

PROJECTS

Enterprise Network Lab (Home Lab) | *Hyper-V, Windows Server 2025, VLANs, ServiceNow, Jira, Git*

- Built multi-VLAN enterprise network with IPAM, network diagrams, and traffic policy, documenting every step in a public GitHub repository to ensure accurate and updated documentation
- Configured Windows Server 2025 RRAS for inter-VLAN routing and NAT, enforcing segmentation with filters and rules
- Validated security policy with 8 documented tests (ping, port checks, nmap) from each network zone
- Followed ITIL change management in ServiceNow, kept CMDB records with CI relationships for lab assets, and planned and tracked work in Jira (10 Epics with task tracking) and ProjectLibre including re-baselining

Ali Clips Studio Website | *HTML, JavaScript, Cloudflare, GitHub Actions*

- Developed and maintained a mobile responsive website for my barbering business, using Claude Code, with service pricing, auto-scrolling gallery, FAQ, and Booksy booking links
- Automated a daily GitHub actions workflow that pulls customer reviews from Google Places API

EDUCATION

IT Innovation and Design, Advanced Diploma (3.82 GPA) | *Conestoga College, Waterloo, ON* Jan 2022 – Apr 2025

- **Relevant Coursework:** Networking Concepts, Systems Analysis & Design, Database Management, Web Technologies, SDLC, Software Security, Project Development, Mobile App Development, Data Structures
- **ITID Best of Program Award** — Capstone Project