

JENSEN SZE

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PROFESSIONAL SUMMARY

CompTIA A+, Network+, and AZ-900-certified IT Support Technician with hands-on experience providing end-user and onsite support for Windows devices, printers, Wi-Fi, POS systems, classroom AV, and network connectivity. Practical lab experience with Active Directory, Microsoft 365, Entra ID, and Windows Server.

CERTIFICATIONS

CompTIA A+ | CompTIA Network+ | Microsoft Azure Fundamentals (AZ-900)

TECHNICAL SKILLS

Windows & End-User Support: Windows 10/11, Windows Server 2022/2025 (lab), Linux, macOS; Spiceworks, RDP, RustDesk, AnyDesk, SSH, Remote Assistance

Directory & Cloud (Lab): Active Directory, GPO, Microsoft 365 Admin, Entra ID, MFA, Conditional Access

Hardware & AV: Laptops, desktops, POS systems, printers, scanners, projectors, classroom AV, CCTV/IP cameras

Networking: TCP/IP, DHCP, DNS, Wi-Fi, VLANs, NAT, subnetting, Cat5e/Cat6 cabling, Cisco Packet Tracer

Virtualization: Proxmox VE, VirtualBox, VMware

WORK EXPERIENCE

POS Field Technician | Comtech Canada | Markham, ON

Jun 2026 – Jul 2026

- Installed and troubleshooted restaurant POS systems onsite, including Windows operating systems, hardware drivers, receipt printers, cash drawers, and network equipment.
- Installed and troubleshooted CCTV/IP camera systems; ran, terminated, and tested Cat5e/Cat6 network cabling.
- Provided onsite support for hardware, software, and network issues.

IT Support / Office Administrator | Meritus Academy | North York, ON

Feb 2023 – Present

- Provide front-line support for 15-20 devices daily, troubleshooting laptops, desktops, printers, projectors, Wi-Fi, Zoom, and classroom AV equipment.
- Manage IT hardware inventory and a self-implemented Spiceworks ticketing system to log, track, and resolve technical issues.
- Perform printer maintenance, including toner, drum, ink cartridge, and fuser replacement, and troubleshoot network connectivity.
- Maintain reliable classroom audio, video, and network performance for live classes, minimizing disruptions.
- Handle daily parent and teacher communications by email, phone, and in person regarding scheduling and inquiries.

SELECTED TECHNICAL PROJECTS

Active Directory Home Lab - Proxmox + Windows Server 2025 | [GitHub](#)

- Built a Windows domain with Proxmox VE, OPNsense, Windows Server 2025, and Windows 11; configured AD DS, users, groups, OUs, domain joining, NTFS permissions, GPO drive mapping, password/lockout policy, delegated access, and remote assistance.

Microsoft 365 Administration Lab | [GitHub](#)

- Practiced Microsoft 365 and Entra support workflows, including user onboarding/offboarding, MFA through Conditional Access, suspicious sign-in response, and device compliance policies.

Cisco Packet Tracer - Small Business Labs | [GitHub](#)

- Completed six small-business network labs covering office topology, VLANs, inter-VLAN routing, ACLs, subnetting, and network expansion; diagnosed VLAN, gateway, subinterface, and trunk configuration errors.

EDUCATION

Bachelor of Fine Arts (Honours) - Animation & VFX | Hong Kong Metropolitan University

LANGUAGES

English (Fluent) | Cantonese (Native) | Mandarin (Fluent)