Jeerusanth Maheswaran

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Cloud & Identity Administration | Microsoft Azure | Entra ID | Intune | Microsoft 365

Experience

Aecon Group Inc. Toronto, ON
Service Desk Analyst March 2026 – Present

- Manage access for 1,000+ users in Entra ID and Active Directory: provisioning, offboarding, RBAC, MFA
- Enforce MFA and support Conditional Access policies, including troubleshooting blocked or failed sign-ins
- Troubleshoot hybrid identity issues, including federation errors and AD-to-Entra ID sync problems
- Deploy devices with Intune (MDM/MAM) and Windows Autopilot using compliance and configuration profiles
- Resolve Tier 1 and 2 incidents in BMC Remedy across Microsoft 365, SAP, Citrix, and endpoints within SLA
- Write runbooks, onboarding/offboarding procedures, and knowledge base articles that the team uses day to day

Statistics Canada Toronto, ON
Census Enumerator (Contract) June 2026 – July 2026

- Collected and verified census data in secure government systems while handling confidential personal information

OSL Retail Services Toronto, ON
Technical Sales & IT Support Specialist March 2024 – May 2025

- Set up VPN, DNS, DHCP, VoIP, and network devices at four retail locations; cut new-site setup time by 20%
- Handled 50+ password resets and account lockouts a week and cut average resolution time by 25%
- Built a QR code feedback system that increased Google review submissions by 40%
- Generated $214K+ in annual sales and beat monthly targets by 25%

Ontario Health Toronto, ON
Business Systems Support Intern May 2023 – August 2023

- Supported the migration of an on-premises SQL Server environment to Microsoft Azure
- Managed SFTP and Active Directory access for clinical and admin users on a least-privilege basis under PHIPA
- Worked network and access tickets in BMC Remedy; helped cut mean response time by 20% through better triage
- Supported legacy system decommissioning, including data migration, access removal, and secure hardware disposal

Certifications

Microsoft Certified: Azure Fundamentals (AZ-900): September 2023 (Credential ID 314AE655CA7CBDD8)
Security Screening: Government of Canada Reliability Status (Statistics Canada, 2026)
In Progress: Microsoft Security, Compliance, and Identity Fundamentals (SC-900); Azure Security Engineer Associate (AZ-500)
Cisco Networking Academy (coursework): CCNA R&S Essentials, CCNA Connecting Networks, CCNP Enterprise Core, DevNet

Education

Ontario Tech University (formerly UOIT) Oshawa, ON
Honours Bachelor of Information Technology, Networking and IT Security October 2024
Projects:

- Ran a risk assessment using NIST CSF and ISO/IEC 27001 and wrote a security policy with remediation steps
- Simulated a man-in-the-middle attack in a lab with Ettercap and Wireshark; wrote up fixes mapped to NIST CSF
- Built a Python model (scikit-learn, XGBoost) to flag unusual user behaviour, with results reported in Excel

Skills

Cloud & Identity: Microsoft Azure, Microsoft Entra ID (Azure AD), Active Directory, Hybrid Identity, Conditional Access, MFA, RBAC, Group Policy
Endpoint & Microsoft 365: Intune (MDM/MAM), Windows Autopilot, Microsoft 365, Exchange Online, SharePoint, Teams
Scripting & Data: PowerShell, Python, SQL, Excel
Networking: TCP/IP, DNS, DHCP, VPN, VoIP
Tools & Frameworks: BMC Remedy, SAP, Citrix, NIST CSF, ISO/IEC 27001, PHIPA

Leadership

HEROS Hockey Greater Toronto Area
Youth Development Coach September 2016 – Present

- Coach and mentor youth through on-ice sessions, school prep workshops, and life-skills programs (500+ kids since 2016)