Sofia Lindqvist

IT Support Analyst II | Service Desk Technician

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PROFESSIONAL SUMMARY

IT support analyst with five years of tier 1 and tier 2 support for organizations of 400 to 1,200 users. Manages devices in Intune and Jamf, administers Microsoft 365 and Entra ID, and automates repetitive work with PowerShell. Calm with escalations, careful with documentation and comfortable owning onboarding for new staff.

PROFESSIONAL EXPERIENCE

IT Support Analyst II

Apr 2023 — Present

Bowridge Energy Services · Calgary, AB

- Handle tier 2 escalations for 1,200 users across head office and field sites, keeping the team inside its four-hour response target for priority tickets.
- Moved 700 Windows laptops from on-premises imaging to Intune Autopilot, so new devices ship straight to field staff and enroll at first login.
- Wrote PowerShell scripts for account creation and offboarding that cut a manual 40-minute checklist to a few minutes and removed missed licence removals.
- Set up and documented eight Teams Rooms, then trained office coordinators to handle common meeting-room issues without opening a ticket.

Service Desk Technician

Jun 2021 — Mar 2023

Chinook Regional Health Foundation · Calgary, AB

- Answered phone, chat and email requests for 400 staff, resolving most account, email and printer issues on first contact.
- Enrolled 90 Macs in Jamf Pro and built a self-service catalog for approved apps, ending ad-hoc admin access requests.
- Rebuilt the asset register in ServiceNow after a full floor-by-floor audit, matching every laptop and phone to an active user.

EDUCATION

Diploma, Information Technology – Network Systems — Foothills Institute of Technology **2021**

SKILLS

Technical: Microsoft Intune, Jamf Pro, Microsoft Entra ID, Exchange Online, Active Directory, PowerShell, ServiceNow, Windows 11, macOS, Cisco Meraki, Teams Rooms, ITIL incident management, Asset management

Certifications: CompTIA A+ · CompTIA Network+ · Microsoft 365 Certified: Endpoint Administrator Associate · ITIL 4 Foundation