

Majd Hijazi, MBA

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PROFESSIONAL SUMMARY

Service Desk Technician and IT Support Analyst with 5+ years of experience delivering Tier 1 and Tier 2 technical support in multi-location and customer-facing environments. Proven ability to serve as the first point of contact for end users, manage incidents and service requests through ITSM systems, and resolve hardware, software, and network issues within SLA-driven operations. Strong background in Windows environments, Active Directory, endpoint lifecycle management, documentation, and client-focused support.

AREAS OF EXPERTISE

- Service Desk & ITSM (Incident, Request, Problem Management)
- Tier 1 / Tier 2 End-User Support
- Windows 10/11 & Microsoft 365
- Active Directory (Users, Groups, Access Control)
- DNS, DHCP, LAN Troubleshooting
- Hardware & Peripheral Support
- Ticketing Systems & Call Handling
- Knowledge Base & SOP Documentation
- Asset Management & Lifecycle Tracking
- Basic Networking (LAN, DNS, DHCP)

ACCOMPLISHMENTS / KEY ACHIEVEMENTS

- Delivered 99%+ system uptime across 50+ endpoints by maintaining application stability and resolving technical issues efficiently.
- Resolved 100+ monthly incidents with 95%+ resolution rate, supporting end-users and business systems within SLA.
- Deployed full IT setups for three gaming lounges, ensuring seamless system and application performance at launch.
- Improved system security by 30% through refined user access controls and configuration updates.
- Cut CRM/software costs by 75% through vendor negotiation and platform consolidation.

WORK EXPERIENCE

IT Support Technician (On-Call / Contract) | Waterloo Gaming Lounge | Ontario, Canada | Remote Oct 2025 – Current

- Windows-based gaming systems, POS-related endpoints, and peripherals in a live retail environment.
- Respond to hardware, software, and connectivity incidents to minimize downtime and customer impact.
- Assist with endpoint setup, imaging, and peripheral replacement as required.
- Document incidents, resolutions, and recurring issues to support operational continuity and knowledge sharing.

IT Support Analyst (Tier 1/2) | Ground Zero | Remote June 2022 – Current

- Served as first point of contact for end users, providing Tier 1 and Tier 2 support for hardware, software, and network incidents.
- Delivered 99%+ system uptime across 50+ endpoints by resolving incidents, service requests, and access issues within defined SLAs.
- Logged, tracked, and resolved 100+ monthly service desk tickets while meeting SLA targets.
- Diagnosed and troubleshot Windows, Microsoft 365, and endpoint issues remotely and onsite.
- Escalated complex incidents to senior IT resources and tracked resolution progress.
- Maintained asset inventory and ensured workstation readiness.
- Supported endpoint security and access control standards through user permission management and configuration updates.

IT Help Desk | Bulls Eye | Hybrid Feb 2019 – May 2022

- Provided first-line service desk support for 50+ Windows systems across multiple locations.
- Logged and managed incidents and service requests through ticketing workflows.
- Performed desk-side and remote troubleshooting, software installations, and account setup.
- Maintained accurate documentation and knowledge base articles to improve first-call resolution.
- Documented frequent issues and created knowledge base articles to improve incident response efficiency.

Automation & Customer Relations Specialist | Montiplay | Remote Apr 2023 – Mar 2024

- Supported business-critical SaaS platforms and internal systems by troubleshooting application and access issues.
- Acted as a technical point of contact for internal users, ensuring timely issue resolution and system availability.
- Coordinated incident resolution with technical and operations teams.
- Built automation and reporting processes to improve system reliability and operational efficiency.

EDUCATION

Master in Business Administration (MBA) | American University of Science and Technology 2020 – 2022
Thesis: Optimizing IT Infrastructure to Drive Business Growth

Bachelor of Science (Management Information Systems) | State University of New York 2014 – 2019

Certifications

- **CompTIA A+** (Core 1 & Core 2)
- **Currently Pursuing:** CompTIA Network+, Security+, ITIL 4 Foundation