

Salman Hersi

IT Solutions Architect

SUMMARY

Creative, detail-oriented IT professional with a deep interest in cybersecurity. Proven track record of designing and implementing secure and efficient network systems. Improved employee satisfaction by 40% through process optimization and cross-functional collaboration.

WORK EXPERIENCE

Network Specialist at Silfar Labs | Toronto, ON

Aug 2023 — Nov 2024

- First point of contact for 100+ employees, resolving 30+ weekly macOS, Google Workspace, and Slack issues with 95% satisfaction rate.
- Deployed JAMF MDM to automate device provisioning, reducing onboarding setup time by 25%
- Streamlined onboarding/offboarding via ServiceNow, managing hardware deployment, access rights (Okta SSO), and asset tracking
- Diagnosed and escalated critical infrastructure outages (WiFi, Zscaler VPN) to engineering teams, maintaining 99% SLA compliance
- Reduced ticket volume by 25% and improved team efficiency by 20% through centralized IT knowledge base

IT Support Engineer at 100 Devs | Remote

September 2022 — Mar 2023

- Supported macOS environments, resolving compatibility issues for 50+ employees and deploying security updates via JAMF
- Administered enterprise applications (Okta, Google Workspace), including SSO setup and troubleshooting user access issues
- Collaborated on change management processes for web application releases, ensuring zero downtime during deployments.
- Conducted employee training sessions for new software deployments, improving user proficiency and reducing support tickets by 20%

IT Analyst at Mosaic North America | Remote

May 2022 — Apr 2023

- Provided remote support for 250+ clients, resolving Salesforce, Slack, and VPN connectivity issues
- Implemented 2FA and Zscaler VPN protocols, reducing security breaches by 40%

Analyst at Miipe | Toronto, ON

May 2021 — Apr 2023

- Managed 150+ macOS/Windows devices via ServiceNow, achieving 100% audit compliance
- Created user guides and testing documentation, improving troubleshooting efficiency by 30%

CONTACT

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SKILLS

Endpoint Security

Networking

Information Security

Threat Analysis

SIEM

JIRA

ZenDesk

PostgreSQL

OOP

Ajax

JAMF

MDM

ITIL

Apple Ecosystem

Cypress

Web Accessibility

Service Now

Salesforce

Application Security

Javascript

Web Development

EDUCATION

York University

2019 - 2023

Bachelor of Commerce:

Information Technology

CompTia Security +