

Jianheng (Patrick) Jiang

IT Specialist | System Administrator

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PROFESSIONAL PROFILE

IT Specialist and System Administrator with more than seven years of experience managing business-critical infrastructure, cloud services, identity platforms, networks, and technical support operations. Experienced in technical leadership, incident resolution, documentation, employee training, and supporting office and remote environments.

PROFESSIONAL EXPERIENCE

IT Specialist

Matheson Constructors | Aurora, Ontario | April 2023 - Present

- Lead IT operations supporting approximately 250 employees across multiple locations and direct a team of two support specialists.
- Develop IT policies and provide employee training on hardware and software platforms.
- Manage secure network connectivity for more than 50 remote construction sites using Aruba infrastructure.
- Administer Microsoft 365 services, including Exchange, Teams, and SharePoint; manage identities and licensing through Entra ID and Active Directory.
- Coordinate with technology vendors on products, services, support requirements, and issue resolution.
- Maintain hardware and software inventory records for asset tracking, licensing, and lifecycle management.

Network/Infrastructure Technician

Bell Canada | Toronto, Ontario | October 2021 - April 2023

- Diagnosed and resolved critical network failures while meeting service-restoration objectives.
- Completed network cutovers and hardware upgrades according to engineering work orders.
- Performed acceptance testing for newly commissioned sites and equipment.
- Maintained documentation, tickets, and incident reports; provided remote connectivity support through phone and Zoom.

System Administrator

IRSV | Remote | May 2020 - July 2021

- Helped implement a Jira ticketing system for incident tracking and workflow management.
- Configured and maintained Synology NAS and VPN infrastructure and performed Linux server backups in VMware.
- Investigated NAS, VPN, and remote-connectivity issues; documented root causes and created technical runbooks.

Infrastructure Service Specialist

Northfield IT | Winnipeg, Manitoba | May 2019 - January 2020

- Monitored web infrastructure with Nagios, Prometheus, and OCUM.
- Resolved server, application, and network incidents within SLA requirements and managed incidents through Jira.
- Developed a Slack automation tool using Hubot and CoffeeScript; supported applications and hardware using documented procedures.

FEATURED PROJECTS

Intelligent Invoice Processing and Expense Automation

Designer and Developer | Custom Codex skill

- Built a custom Codex skill to retrieve Amazon invoices or process receipt images and use OCR to extract structured expense data.
- Implemented tax validation, duplicate detection, and automated preparation of records for an internal expense-management system.
- Added audit logging and human approval controls to maintain traceability and prevent unreviewed submissions.

Office Networking and Infrastructure Upgrade

Lead | October 2024

- Migrated more than 30 network devices across three branches while maintaining high availability and minimizing downtime.
- Replaced Barracuda and Aruba equipment with Fortinet; migrated VMware ESXi 6.7 to Proxmox VE using Dell PowerEdge R760 servers and Dell ME5024 SAN storage.
- Designed an IP-addressing and VLAN framework and created documentation and topology diagrams.

Microsoft 365 Optimization and Security Enhancement

Lead | August 2023

- Deployed Microsoft Intune MDM for corporate Windows and Android devices.
- Implemented Entra ID Conditional Access by location and device identity and integrated SAML SSO.
- Developed incident-response procedures for Microsoft Defender alerts.

TECHNICAL SKILLS

Identity & access: Active Directory, Entra ID, SAML SSO, Conditional Access

Virtualization & servers: VMware ESXi, Proxmox VE, Dell PowerEdge, Linux

Storage & monitoring: Dell ME5024 SAN, Synology NAS, OCUM, Nagios, Prometheus

Cloud & endpoint: Microsoft 365, Intune, Defender, Exchange, Teams, SharePoint

Networking & security: Fortinet, Barracuda, Aruba, VPN, VLAN design, troubleshooting

Automation & service: Codex skills, OCR, workflow automation, Hubot, CoffeeScript, Jira

EDUCATION & CERTIFICATIONS

Diploma with Honours in Business Information Technology | Red River College | Completed May 2020

Certifications: CCNA | Fortinet FortiGate Operator

