

JENHON SZE

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IT Support Technician with CompTIA A+, Network+, and AZ-900 certifications. Hands-on home lab experience with Active Directory, Windows Server, and Microsoft 365 administration. Provides daily end-user support for hardware, software, networking and AV equipment in an educational environment. Comfortable with Proxmox virtualization, ticketing systems using Spiceworks. Eager to apply lab-built skills and IT support experience in an IT Support role.

CERTIFICATIONS

CompTIA A+ | CompTIA Network+ | Microsoft Azure Fundamentals (AZ-900)

TECHNICAL SKILLS

OS: Windows 10/11, Windows Server 2022/2025, Linux, macOS

Networking: TCP/IP, DHCP, DNS, VLANs, NAT, Subnetting, Cisco Packet Tracer

Directory & Cloud: Active Directory, GPO, Microsoft 365 Admin, Entra ID, MFA, Conditional Access

Virtualization: Proxmox VE, VirtualBox, VMware

Remote & Support: RDP, RustDesk, AnyDesk, SSH, Remote Assistance, Spiceworks

Hardware: Laptops, desktops, printers, projectors, AV systems, cable testing

HOME LAB PROJECTS

Cisco Packet Tracer — Small Business Labs

github.com/ProJensen/Network-Packet-Tracer-Labs

- Completed 6 structured labs simulating real business networks: Office Topology, VLAN segmentation, inter-VLAN routing, ACL access control, and subnetting and network expansion.
- Practiced multi-scenario troubleshooting: diagnosing VLAN misconfigurations, incorrect gateways, subinterface errors, and trunk misconfiguration.

Active Directory Home Lab — Proxmox + Windows Server 2025

github.com/ProJensen/Active-Directory-Proxmox

- Built a full Windows domain environment from scratch: Proxmox VE hypervisor, OPNsense firewall, Windows Server 2025 Domain Controller, and Windows 11 client.
- Completed 8 structured labs: AD DS setup, user/group/OU management, domain join, shared folder NTFS permissions, GPO drive mapping, password/lockout policy, delegated admin access, and remote assistance via GPO

Microsoft 365 Administration Lab

github.com/ProJensen/Microsoft-365-Lab

- Simulated real-world M365 Support workflow using Microsoft 365 admin center and Entra admin center
- Completed 5 labs: onboarded/offboarded users, enforced MFA via Conditional Access, responded to suspicious sign-in activity, and applied device compliance policies.

WORK EXPERIENCE

Office Administrator / IT Support | Meritus Academy | North York, ON 2023 – Present

- Provide front-line IT support for 15-20 devices daily — troubleshooting laptops, PCs, printers, projectors, Wi-Fi, Zoom meetings, and classroom AV equipment.
- Manage IT hardware inventory and administer a self-implemented Spiceworks ticketing system to log, track, and resolve technical issues.
- Perform printer maintenance including toner/drum/ink cartridge/fuser replacement, and network connectivity.
- Maintain stable audio, video, and network performance for live classes, minimizing disruption to the class.
- Handle daily communications with parents and teachers via email, phone, and in-person for course scheduling and inquiries.

EDUCATION

Bachelor of Fine Arts (Honours) — Animation & VFX | Hong Kong Metropolitan University

LANGUAGES

English (Fluent) • Cantonese (Native) • Mandarin (Fluent)