

Ishan Demla

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PROFESSIONAL SUMMARY

IT Support Analyst with hands-on experience supporting production, logistics, and office environments in manufacturing and enterprise settings. Strong background in troubleshooting hardware, operating systems, networking, and ERP systems, with proven success in resolving high-volume incidents and maintaining reliable plant operations. Experienced in automation and scripting using PowerShell, supporting reporting, system optimization, and operational visibility for business stakeholders. Actively supports cybersecurity initiatives through access control, patching assistance, and security best practices.

WORK EXPERIENCE

IT Systems Administrator

Sept. 2023 – Aug. 2024 | Sept. 2025 – Dec. 2025

Linamar Corporation

Windsor, ON

- Supported 200+ production, logistics, and office users by resolving 700+ ServiceNow incidents across hardware, operating systems, networking, authentication, and enterprise applications in a manufacturing environment.
- Provided remote support using RDP, SCCM, and PDQ to diagnose issues, deploy fixes, and manage endpoints across plant and office systems.
- Designed and deployed a VBA-based inventory checkout system with role-based access and audit logs, improving traceability and accuracy for 100+ employees.
- Administered AD, GPO, servers, backups, VLANs, Wi-Fi, VoIP, and endpoint access to maintain secure and reliable plant operations.
- Automated daily data exports using PowerShell and Task Scheduler, reducing manual reporting effort and improving operational visibility for supervisors.
- Supported cybersecurity initiatives by enforcing access controls, assisting with patching, and promoting security best practices across production systems.

Embedded Software Engineer (Co-op)

May. 2025 – Aug. 2025

Skycrack Inc.

Guelph, ON

- Tested production software delivered by global teams and fixed 50+ defects by analyzing logs and modifying C# source code, validating fixes across multiple user roles.
- Applied structured testing and debugging practices to support stable software releases used in industrial equipment environments.
- Collaborated with cross-functional teams across North America and China to review requirements, track progress, and support 5–6 concurrent programs.
- Improved development efficiency by identifying tooling gaps and recommending a free IDE, delivering over \$50K in annual cost savings.

IT Application Support (Co-op)

Sept. 2024 – Dec. 2024

Linamar Corporate Office

Guelph, ON

- Supported IFS ERP users by configuring role-based access, troubleshooting application issues, and validating fixes in test environments.
- Investigated recurring incidents using SQL queries and Crystal Reports to identify configuration and access defects impacting business workflows.
- Closed 400+ ServiceNow incidents within SLA while supporting users across 35+ global sites, improving productivity and system reliability.
- Documented root causes, gathered enhancement requests, and collaborated with application owners to define functional requirements and test cases.

EDUCATION

University of Windsor

Sept. 2021 – Dec. 2025

Bachelor of Computer Science (Honours)

Windsor, ON

TECHNICAL SKILLS

- Operating Systems & Virtualization: Windows, macOS, VMware, Hyper-V, virtual machines (VMs)
- Endpoint Management & Access: SCCM, Active Directory (AD), Group Policy (GPO), RDP, VPN, badge/access management systems
- Enterprise & In-House Systems: IFS ERP, ServiceNow, Microsoft 365, PDQ, CLAN, internal manufacturing, and business applications
- Networking & Communications: VLANs, Wi-Fi, VPN, AVAYA (VoIP and telephony systems)
- Development & Version Control: JavaScript, SQL, Git, Visual Studio
- Automation & Scripting: PowerShell, Python, SQL, VBA, Task Scheduler