

Jatin Sikri

Senior IT Analyst, Service Delivery | Technical Account Management

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PROFESSIONAL SUMMARY

Client-facing technology professional with 7+ years supporting complex client environments where the relationship is too technical to hand to an account manager and too important to leave only to engineers. Supports 9 enterprise client accounts totalling roughly 1,000+ users and owns the relationship for 5 of them as the single point of accountability for satisfaction, service levels, project status, and escalation. Chairs monthly service delivery reviews with CEOs, directors, and senior managers, and owned a client contract renewal end to end at five-figure annual contract value. Brings the operational discipline that sits behind the relationship: a formal change management process authored and enforced, a client IT department structure and disaster recovery plan built from the ground up, and a 500+ user onboarding delivered against a fixed three-month deadline. Retains the hands-on Microsoft 365, infrastructure, and integration depth to stay credible with the engineers on both sides of the table.

CORE COMPETENCIES

Client Relationship Ownership | Service Delivery Management | Executive Stakeholder Communication | Contract Renewals & Commercial Scoping | Incident & Escalation Leadership | Change Management & Operational Governance | Enterprise Onboarding & Adoption | IT Service Management (ITSM) | Microsoft 365 & Identity | Process Improvement & Business Analysis

PROFESSIONAL EXPERIENCE

BALANCED+ Inc.

Mar 2025 to Present

Managed IT Services Provider · Mississauga, ON

Senior IT Analyst, Service Delivery

Jun 2026 to Present

- **Own the client relationship for 5 of 9 enterprise accounts**, roughly 1,000+ users across manufacturing, non-profit, logistics, professional services, real estate, and financial services, acting as the single point of accountability for satisfaction, service levels, project status, and escalation.
- **Chair monthly Service Delivery Reviews with CEOs, directors, and senior managers**, presenting service performance, incident trends, and improvement actions, and maintaining the tracker that carries every open action item through to closure.
- **Serve as the firm's designated representative for in-person client meetings**. Three clients have given unsolicited positive feedback on responsiveness and quality of care.
- **Join client commercial discussions** on renewals, budgets, and purchases, and scope and estimate work before it is sold or scheduled so that what gets committed is deliverable.
- **Set the monitoring, alerting, and patching standards** applied across client environments, and mentor a junior analyst on escalation handling, troubleshooting method, and client communication.

IT Support Analyst and IT Coordinator

Mar 2025 to Jun 2026

- **Owned a client contract renewal end to end at five-figure annual contract value**, covering the managed services agreement and Microsoft 365 licensing, from identifying the upcoming expiry through scoping and the commercial discussion to signature.
- **Stabilized a manufacturing client suffering repeated production downtime**: assessed the full IT estate, replaced the infrastructure that was failing, and built the client's IT department structure from the ground up, including a weekly operational cadence, a project tracker, and an IT disaster recovery plan.
- **Authored and enforced a formal change management process** routed through the service management tool under a strict no ticket, no change rule with two named approvers, ending unreviewed production changes at that client.
- **Led the full onboarding of a 500+ user non-profit onto an enterprise service management platform against a fixed three-month deadline**, configuring the user portal, service level routing, fault categories, and workflow automation, running Operational Readiness Tests, and leading go-live on-site.
- **Led a multi-night Hyper-V and SQL Server production incident to resolution**, isolating antivirus filter-driver and storage faults, issuing a formal root cause analysis with an infrastructure replacement recommendation, and adding proactive database alerting so the failure could not recur silently.
- **Built a Power Platform and Power BI dashboard** surfacing daily operational and sales figures alongside open action items. It became the standard reference in the client's daily morning management meeting.
- **Scoped, designed, and led a bidirectional integration between Shopify and the client's manufacturing ERP** using REST APIs, webhooks, and XML data mapping, connecting the online sales channel to production.

- **Pitched an internal AI assistant to a client stakeholder unprompted, secured approval, and built it end to end** on the Claude API and a private Linux server so staff could query documented operational processes on demand. Leads the 50-process business analysis programme that supplies its knowledge base.
- **Ran the Microsoft 365 platform across client tenants:** an Exchange to Microsoft 365 migration with structured cutover and on-premises decommissioning, Conditional Access, Intune, and Defender administration, and containment of a live account impersonation attack.
- **Built the firm's ticketing environment from scratch** and automated ticket routing with custom workflow functions, giving a growing service desk its operating baseline.

Queen's College

Sep 2023 to Feb 2025

Post-Secondary Institution · Canada

IT Service and Operations Analyst

- Owned incident, service request, and change workflows against service level targets, and drove root cause based process improvements across recurring issues.
- Administered Microsoft 365 and Active Directory across the institution: user lifecycle, licensing, security groups, and Group Policy, including onboarding and offboarding.
- Authored runbooks, technical documentation, and end-user guides, and delivered Microsoft 365 productivity training to staff.

Accenture / Concentrix

Jan 2019 to Dec 2021

Enterprise Technical Support · India

Technical Support Specialist

- Resolved high-volume production incidents against strict service level targets in a 24/7 enterprise environment, working with geographically distributed teams under ITIL-aligned triage and escalation.
- Standardized escalation and troubleshooting procedures that were adopted across the team, and built out the shared knowledge base.

EDUCATION

Post Graduate Diploma, Computer Software · Lambton College, Toronto, ON

2022 to 2023

Bachelor of Computer Applications, Computer Science · Indraprastha University, India

2017 to 2020

CERTIFICATIONS

ITIL Service Management | Microsoft 365 Fundamentals (MS-900) | Microsoft Azure Fundamentals (AZ-900) | Microsoft Defender for Business | Microsoft Entra ID

TECHNICAL SKILLS

Client and Commercial: Client relationship management, service delivery reviews, SLA ownership, renewals and licensing, scoping and estimation, executive presentations, vendor and procurement coordination

Service Management: ITIL, incident and problem management, root cause analysis, change management, disaster recovery planning, Freshservice, Freshdesk, Zoho Desk, NinjaOne, Zabbix

Microsoft Cloud and Identity: Microsoft 365, Entra ID, Conditional Access, Intune, Microsoft Defender, Exchange Online, SharePoint, Teams

Infrastructure and Network: Windows Server, Active Directory, Group Policy, Hyper-V, SQL Server, Veeam, FortiGate, VLAN segmentation

Integration, Data, and AI: REST APIs, webhooks, XML data mapping, Python, PowerShell, SQL, Power Platform and Power BI, Claude API, Claude Code