MOHIT NARGOTRA

📍 Ottawa, ON 📞 (613) 869-5498 ✉️ mohitn2804@gmail.com 🔗 LinkedIn 🌐 Portfolio

---

EDUCATION

Computer Engineering Technology – Computing Science   Sept 2019 – Apr 2023
Algonquin College, Ottawa, ON | Dean's Honours List | CGPA: 3.92 / 4.00

Business Administration - Accounting   Jan 2015 – Apr 2017
Algonquin College, Ottawa, ON | Dean's Honours List | CGPA: 3.92 / 4.00

PROFILE

- Creative thinker with a problem-solving mindset
- Strong technical, communication, and teamwork skills
- Thrives in fast-paced environments with excellent multitasking abilities
- Highly organized with strong time management
- Languages: Fluent in English; Beginner in French
- Security clearance: Secret Level II, Canadian Citizen

WORK EXPERIENCE

Technology Analyst   April 2025 - Present
Public Safety Canada, Ottawa, ON

- Utilize System Center Configuration Manager (SCCM) to deploy software, manage updates, and monitor system performance across the enterprise environment
- Configure and manage Microsoft Intune for mobile device management (MDM) and mobile application management (MAM) to ensure secure access to organizational resources
- Create, configure, and maintain Group Policy Objects (GPOs) in Active Directory to enforce security settings and user configurations across the domain
- Implement application deployment strategies and manage app lifecycles using Configuration Manager
- Support end-user environments by troubleshooting policy application issues, app deployment failures, and device compliance concerns
- Contribute to improving endpoint security and configuration management processes through automation and policy enforcement

IT Analyst/ IT Developer   May 2022 – March 2025
Canada Revenue Agency (CRA), Ottawa, ON

- Developed and manage web applications using Java, React, Angular.js, TypeScript HTML, CSS, and WET 4.0
- Conducted performance testing to optimize application efficiency, reliability, and scalability
- Identified and resolve accessibility issues, ensuring compliance with WCAG and government accessibility standards
- Implemented DevOps practices, managing source code, builds, and deployments using Jenkins, GitHub, and CI/CD pipelines
- Utilized JIRA and Remedy for issue tracking, service requests, and workflow management
- Developed and test Angular-based user interfaces, enhancing user experience and responsiveness
- Conducted unit testing, integration testing, and system validation to ensure functionality and security compliance
- Participated in daily scrums, client meetings, and technical discussions, contributing to agile development cycles

IT Infrastructure Support Analyst   Jan 2022 – Apr 2022
Canada Revenue Agency (CRA), Ottawa, ON

- Installed, configured, and relocated workstation software and IT equipment, ensuring seamless deployment
- Provided hardware and software support for end-users, troubleshooting technical issues both in-person and remotely
- Utilized remote tools to install software and resolve IT-related concerns efficiently
- Maintained and verified network connectivity for workstations, laptops, and printers
- Documented technical support activities, issue resolution, and escalations using CRA's automated service management tools
- Ensured timely and professional support, prioritizing client needs to maintain high service standards
- Escalated unresolved issues to the appropriate teams, providing detailed documentation of troubleshooting steps
- Worked across multiple IT environments, including helpdesk, testing, local IT support, and asset management

Junior Procurement Officer   May 2021 – Aug 2022
Employment And Social Development Canada (ESDC), Gatineau, QC

- Optimized the quarterly ordering process, developing and implementing a new system that reduced processing time from 2–3 days to just a few hours
- Utilized SharePoint to manage client orders, track requests, and generate comprehensive reports
- Served as the primary liaison with the IT team for SharePoint migration, ensuring departmental requirements were met

- Designed and launched new intranet pages for the Centralized Printing Services Department, improving internal communication and accessibility
- Developed interactive dashboards and visual reports using Microsoft Power BI, enhancing data-driven decision-making
- Assisted in handling Parliamentary Questions and Access to Information (ATIP) requests, ensuring accuracy and compliance
- Created reports to monitor government contracts related to procurement, intellectual property, and asset management
- Managed and triaged the department's generic inbox, ensuring timely responses and efficient issue resolution

Junior Web Developer   Sept 2020 – Apr 2021
Natural Resources Canada (NRCan), Ottawa, ON
- Developed and maintained accessible web products using HTML5, CSS3, and WET 4.0, and managed content on NRCan.gc.ca through the Drupal CMS
- Designed layouts and translated client concepts into functional, visually appealing web pages while supporting key projects like the Small Modular Reactor Action Plans and NRCan Engagements
- Handled the web request intake process, reviewed submissions, coordinated with stakeholders, and assigned tasks to colleagues
- Managed office communications, tracked service requests using Assyst, and supported team operations by scheduling meetings and preparing minutes

Bookkeeper   Jan 2019 – Sept 2019
The Bookkeeping Bureau, Ottawa, ON
- Supported bookkeeping, personal and corporate tax engagements in compliance with Canadian GAAP and IFRS; migrated new client data into the firm's accounting systems
- Managed government remittances, filings, AR, AP, and performed general ledger reconciliations, resolving discrepancies in collaboration with managers
- Communicated effectively with internal teams and external stakeholders, including clients and government agencies, regarding tax assessments, filings, and financial matters
- Supervised and trained junior employees, including onboarding a new hire for a high-profile client
- Led a marketing initiative to enhance the company's website and social media presence

Payroll Administrator (Contract)   Jan 2019
Rideauwood Addictions and Family Services, Ottawa, ON
- Processed payroll efficiently to help the organization catch up on outstanding payroll tasks
- Utilized advanced Excel functions to calculate and validate payroll data
- Ensured accurate deductions, benefits, and compliance with payroll regulations
- Assisted with additional administrative tasks, including record-keeping and document organization
- Maintained meticulous records and resolved any discrepancies in payroll processing

Accounting Technician   Aug 2017 – Sept 2018
MNP LLP, Ottawa, ON
- Assisted with compilation, review, audit, bookkeeping, and tax engagements for both personal and corporate clients
- Prepared monthly, quarterly and year-end financial statements and Notice to Reader (NTR) reports for internal and external stakeholders per Canadian GAAP and IFRS
- Managed government remittances, filings, accounts receivable, expenses, accounts payable, and payroll transactions
- Identified and resolved discrepancies by investigating issues and collaborating with managers or engagement partners
- Executed month-end and quarter-end closing processes

TECHNICAL SKILLS
- Programming: Java, COBOL, C, C#, C++, R
- Databases: SQL, Oracle DBMS, Microsoft Access, Excel
- Web Development: HTML, CSS, JavaScript, TypeScript, PHP, Angular, WordPress, Drupal
- Operating Systems: Windows 11, Linux, Mac OS, Active Directory, System Administration
- Networking & Security: TCP/IP, Wireshark, Packet Tracer, VPNs, DNS
- Software & Tools: Eclipse IDE, IntelliJ IDE, Visual Studio Code, SAP, Power BI, SharePoint, Remedy, VMWare
- Accounting & Finance: QuickBooks, CaseWare, Simply Accounting, Tax Prep, Profile, HubDoc
- Productivity & Collaboration: Jira, MS Word, PowerPoint, Teams, Slack, Zoom, OneNote, Outlook

---

AWARDS
- Collaboration – Small Modular Reactor (SMR) Action Plans, Communications and Portfolio Sector at NRCAN, 2020

CERTIFICATIONS /TRAINING
- Standard First Aid & CPR/AED Level C