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Summary

* **Technical Support**– Seeking for a challenging environment majoring in *Windows, Virtualization, 0365, SCOM, SCCM and* Innovative, result-driven with 10+ years of experience emphasizing cross- technology support, **Project Management** in large Fortune 500 in local and remote environments and Customer Service maintained and organized databases of customer information to insure personalized service.
* **With scheduled Corticates: PMP, A+,** Team Player with excellent time management skills with ability to multi-tasks high-revel priorities outperforming expectations under pressure and time constraints with IT auditing skills in l English and French
* Team players with exceptional analytical and problem solving with complaint management skills
* Self-motivated, ability to work with zero or minimal supervision with high standard of ethical conduct, and customer service skills with wide knowledge of incident and change management
* Great time management and people skill to deal with whatever situation positive attitude capable with leadership skills.

**Hands-on Technical Skill learning:**

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| --- | --- | --- |
| **WINDOWS:**  Servers 2008 --2019  Windows 7 – Win 10  DC /AD 2008 – 2019  **MESSINGING:**  Office 365, Teams  Exchange: 2013  **DATABASE:**  SQL 2008 – 2016  **TICKETING SYSTEM:** | **SYSTEM CENTER:**  SCCM 2012r2 and 2019  **DATA CENTER:**  VMware, Esxi, vCenter  Hyper V 2008,2012, 2019  **DATABASE:**  SQL 2008 – 2016  **HARDWARE:**  Servers HP, Dell DL /ML  Phone / Laptops and Desktops | VMware VDI and Citrix VDI, Citrix workspace  **NETWORKING:**  LAN/ WAN  HTTP, HTTPS, TCP/IP, SMTP,  DNS, FTP, Switches, Routers and Firewalls  **CLOUD SERVICES.**  Azure /Office 365  AWS Services  Service Now / Remedy etc. |

Project Management Technical Proficiencies / Tools:

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| --- | --- | --- | --- | --- |
| **MS Visio** for graphics, and presenting complex information in the form of diagrams, shapes, and flowcharts. | **Microsoft Project** for planning development, distributing resources, tracking progress, and analyzing work volumes. |  |  | **MS Tools** - Word, PowerPoint, Excel, Office 365, Teams, Zoom, OneDrive |

Professional Experience:

**SunLife Toronto, Ontario**

**ATS Service desk**  October 2022 – May 2023

* **Password reset and all troubleshooting regarding it the issue which cause that situation**
* **Microsoft outlook assistance and maintenance of the accounts**
* **Hardware support including, setting up and troubleshooting as well printers, scanners and other devices using in daily basis of our customers**
* Escalate critical issues to appropriate support groups as well step by step documentation for application install, Image for laptops and desktops groups and provided from engineers to support teams in office Switches, Windows Servers, Hypervisor, Active Directory, Group Policy, O365 and related 365 Apps, and other related hardware/software technology.
* **Troubleshooting specific applications for SunLife which are different illustrations, insurance applications etc.**
* Assist with deployment of new applications, system patches and hardware devices including servers, desktops, laptops, printers, and peripherals
* **Setup new computers, backup of documents from recent pc to new ones**

**Sunnybrook Health Sciences Hospital Toronto, Ontario**

**Technical Support-Customer Service**  April 2015 – July 2022

Sunnybrook Health Sciences Centre, commonly known as Sunnybrook Hospital or simply Sunnybrook, is an academic health science center located in Toronto, Ontario, Canada. It is the largest trauma center in Canada and one of two trauma centers in Toronto: the other being St. Michael's Hospital.

* Resolved technical support issues both on phone, remote as well as walk-ins to diagnose and repair hardware problems like Network and local printer, access points.
* Track, maintain and control IT hardware assets and configuration data throughout their lifecycles
* Set up, configure, and test equipment Scanners, phones. Perform preventative maintenance and install upgrades and options Ownership of incidents/requests from start until resolution or escalate were necessary
* Maintain financial details related to hardware assets including depreciation.
* Assisted in onboards/offboards new employees as well disabling the offboarding in AD, Ensure IT documentation is up to date and maintained.
* Maintain technical knowledge and documentations on our company's SharePoint and archives and maintain technical knowledge base regarding upgrades and new hardware and software brought into the company Creation & verification of Knowledge Base (KB) articles Analyze, document
* Provide Helpdesk support, Install, configure, and maintain personal computers, printers, laptops, network cabling and all related equipment.
* Administer Sophos Firewalls, Switches, Windows Server, Hypervisor, Active Directory, Group Policy, O365 and related 365 Apps, Veeam, and other related hardware/software technology.
* Provide Helpdesk support, Install, configure, and maintain personal computers, printers, laptops, network cabling and all related equipment.
* Ensure IT documentation is up to date and maintained, provide Help Desk support and triage self-service tickets while meeting established SLAs, provide in-person support to local and remote clients as required.
* Installation, diagnostics, repair and maintenance of all desktops, laptop, and thin client computer hardware, software, and peripherals.
* Work with System and Network Engineers to build and maintain best practice and provide after hours and on-call support on a rotational basis.
* Assist with establishing project scope and design workflow solutions for our clients while ensuring client satisfaction during the entire process
* Mentor and create documentation/knowledge base articles for Level 1 support staff to allow them to successfully complete routine tasks and troubleshoot on the infrastructure under management.
* Perform desktop hardware and software installation, configuration, upgrades, and support, such as: Windows OS, Microsoft 365 (OneDrive), Antivirus software
* Provide Level 1 and 2 diagnosis and resolution of client technical hardware and software issues via telephone, email, remote control, and onsite, where required

**Soroc Technology Brampton, Ontario**

**Technical Support *Jun 2013 – March 2015***

* Assist with business IT requests, such as setting up new hire equipment, providing IT onboarding instructions, preparing hardware, establishing software accounts, and moving equipment during internal office relocations
* Assisted in various project phases to the closing phase of the construction projects.
* Assisted in subproject planning, budgeting, vendor selection and quality assurance efforts.
* Assisted the Project manager in supervising the work of team members and tracking overall work progress.
* Defined clear targets and objectives and communicated them to other team members.
* Monitored timelines and flagged potential issues to be addressed.
* Assessed vendor products and maintained positive vendor relations.
* Conducted and documented weekly status review for upper management.
* Received, identified, and distributed cleaned surgical items/devices, set surgical trays Identify instruments as required by hospitals
* Assisted in field training scheduling, coordination, recording and editing.
* Prepared presentations for management utilizing presentation software and tools.
* Facilitated the content management process for field and client websites to ensure updates and accuracy
* Assisted status reports, financial reporting, risks & issues associated with the project using Daptiv tool.
* Assigned tasks to team members using Daptiv and MS Project.
* Supported new computer set-up and Application installation. performed light Network Administration for the newly installed machines for the users: Login issues, Password re-set, e-mail login.
* Daily provides hands-on administration and maintenance of other associated network equipment’s. Installed and configures computer equipment software with required software policies and standards.
* Supported Printers and Print management. performed hardware and software installation and provides high-level customer care, training, and technical support.
* Troubleshoot, researched, diagnosed, documented, and resolved technical issues in Windows 7,10, Server2008-2019, MS Office, Outlook email setup and LAN/WAN connectivity issues.

Educational History:

*Degree & Diploma:*

* **Education EDGE Institute** – IT / PMP Program Toronto, On 2020 – Present
* **Centennial College, Morningside** - Toronto, On 2017 – 2018

*Medical Device Technician*

* **Uganda Management Institute** - Kampala Uganda 2008 - 2011

Business Administration and Project Management

Certifications and Trainings:

* Advanced Certificate in Customer relations **Toronto, On 2017– 2018**
* Certificate – Standard First Aid & CPR/AED, Red Cross **Toronto, Ontario 2017**
* Certificate – WHMIS, Envision Education Foundation, **Toronto, Ontario 2017**
* Certificate – Health & Safety - Ministry of Labour, **Toronto, Ontario 2016**