

Abdirahman Farah

53 Warrender Ave, Toronto, ON M9B 5Z7

Phone: 647-898-4715 • Email: abdimfw@gmail.com

PROFILE SUMMARY

Dedicated Computer Science graduate with hands-on experience in network operations, help desk support, and quality assurance. Adept at troubleshooting a wide range of IT issues and collaborating with cross-functional teams to meet organizational goals. Highly skilled in problem-solving, technical documentation, and customer service, with a proven ability to learn and adapt in fast-paced environments.

CORE COMPETENCIES

- **Networking & Systems:** Windows Administration, VPN, Networking, Troubleshooting
 - **Programming & Scripting:** Java, C, Bash, CSS/HTML
 - **Tools & Technologies:** Microsoft Office 2016, SQL, Java Swing
 - **Soft Skills:** Communication, Problem-Solving, Technical Documentation, Team Collaboration
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CERTIFICATIONS

- **CompTIA A+ (Completed December 2024)**
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PROFESSIONAL EXPERIENCE

Khalid Bin Al-Walid Mosque - Tech Support

May 2020 - August 2023 | Toronto, ON

- Assisted in live operations of this mosque and its programs to ensure a proper experience for attendees
- Implemented and maintained several networking and hardware pieces for use in classes, enabling smooth delivery of lectures during the pandemic
- Assisted staff and members of the mosque with hardware issues
- Performed data entry and tabulation of finances from written reports

York University – Help Desk

June 2018 – April 2019 | Toronto, ON

- Offered first-level technical support to students, faculty, and staff, resolving issues related to operating systems, software, and basic network connectivity.
- Triaged calls, identifying and documenting the scope of technical problems before escalating to higher-tier support when necessary.
- Maintained accurate records of all user interactions and resolutions, improving service quality and consistency.
- Contributed to team initiatives aimed at optimizing help desk procedures and enhancing user satisfaction.

EDUCATION

Bachelor of Science (BSc), Computer Science

York University, 2023

References available upon request