Abdirahman Farah

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Skills

Certifications: CompTIA A+

Languages: Java, C, C++, Bash, CSS/HTML, JavaScript

Networking & Systems: Windows Administration, Active Directory, VPN, Networking

Operating Systems: Windows, Mac, Linux

Tools: Microsoft Office Suite, Eclipse, Visual Studio Code, GitHub

Experience

Computer Support Technician (Seasonal)

Khalid Bin Al-Walid Mosque   May 2020 – August 2023 | Toronto, ON

- Supported live operations of digital and in-person programs, ensuring seamless user experience during events and classes.
- Implemented and maintained network and hardware infrastructure to enable reliable connectivity and system performance.
- Diagnosed and resolved administrative issues with Microsoft and related applications.
- Automated data entry and streamlined financial record tabulation using basic scripting tools.

Help Desk Technician

York University   June 2018 – April 2019 | Toronto, ON

- Delivered first-level technical support for students and staff, troubleshooting software, operating systems, and network issues.
- Logged, tracked, and resolved tickets while maintaining comprehensive documentation to improve help desk efficiency.
- Collaborated with IT teams to enhance incident response procedures and reduce service request backlogs.
- Ensured consistent uptime and system reliability across academic labs and user environments.

Education

York University

Bachelor of Science in Computer Science   June 2023