

# ALI HIRANI

Cell: 647-818-1427 • School Email: a6hirani@uwaterloo.ca • Domain: <http://ahirani.me/>

Program: Computer Engineering (ECE) • Student ID: 20528218

## SKILLS SUMMARY

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- Exceptionally capable in troubleshooting software and hardware issues across a variety of platforms
- Strong emphasis on customer service, working dynamically within the team, and problem solving
- Fluent knowledge of Windows OS (XP, Vista, 7, 8, Server 2003), Android systems since 2.2, BlackBerry OS, mobile iOS devices, WYSE terminals, network MFU and printer operation
- Very experienced with the enterprise environment, IT Systems, Office Suite, Microsoft Exchange, Active Directory, LANDESK, HEAT, Remote Desktop Connection, BlackBerry Enterprise Server
- Familiar with computer hardware and peripherals through construction of personal computer
- Competent at task management, adhering to deadlines and expending additional effort as needed

## WORK/VOLUNTEER EXPERIENCE

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### **PC Support Specialist, Livingston International** (December 2013 - April 2014)

- Responsible for providing internal support to 1000s of employees, in 100+ locations globally, by phone, email and/or in person
- Addressed issues in the following areas: PC (hardware and software), Office 365, BlackBerry device and network, domain and VPN access, printers and MFUs, security account issues etc.
- Acted as monthly team captain which involved: facilitating communication between the IT director and the team, distributing daily team reports, overseeing the flow of up to 200 support tickets at a time, allocating tasks to team members and managing crises
- Additional responsibilities included: preparing documentation for rollout upgrade to WYSE terminals, issuing of replacement PCs, basic server management, tasks in Microsoft Exchange, constructing inventory reports, investigating potential software rollouts, assisting in moves
- Proven track record in being able to learn and apply several technical operations on a daily basis; proficient in performing several tasks in a concurrent fashion
- Greatly developed interpersonal skills by interacting with management, users and the team

### **Club President, Initiative for Neuroscience and Dementia Northern Branch** (2012-2013)

- Responsible for: holding weekly meetings, coordinating fundraising projects, communicating with I.N.D clubs established at other high schools, member recruitment, appointing leadership roles, task assignment and goal setting
- Achieved valuable leadership experience, and skills in public speaking and time management

### **Member (Electrical Team), Midnight Sun Solar Race Car Team** (2014 - Present)

- Attended weekly meetings and learned about various components and projects involved with the design of a solar powered vehicle
- Worked with the battery team and performed basic circuit-board operations, gained exposure to Altium (a collaborative circuit design software that uses version control) and soldering

### **Tutor, Lending Innovative Free Tutoring (LIFT)** (2011-2013)

- Travelled to and tutored students in elementary school as part of an afterschool program
- Consistently demonstrated the ability to be punctual and convey knowledge to the students

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## FORMAL EDUCATION

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**Candidate for Bachelor of Applied Science**, Computer Engineering, University of Waterloo, ON,  
Sept. 2013 - Present

### Relevant Courses (In-Progress):

- **Introduction to Computer Science (Harvard edX)**: Emphasis on object oriented programming fundamentals and programming logic. Languages include C, PHP, JavaScript, SQL, CSS and HTML.
- **Introduction to Linux (Linux Foundation)**: Develop a good working knowledge of Linux using both the graphical interface and command line, covers major Linux distribution families.
- **Developing Android Apps (Google)**: Build an app in Android Studio and learning proper practices specifically for Android application development.

**Ontario Secondary School Diploma**, Gifted Program, Northern Secondary School, Toronto, ON, 2013

## PERSONAL PROJECTS

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- **Project Toolkit** - Brought together a team and collaborated, using GitHub, on a console application written in C#, applied OOP principles and implemented data structures.
- **Personal Website** - Continually updating and modifying a personal webpage using HTML and CSS, contains screenshots, links to my projects and a description of my current work.
- **Assembling Computer** - Acquired parts and constructed a desktop computer independently.
- **Technical Report Writing** - Formatted a technical report, regarding Fuel Cell technology, in IEEE and constructed appendices containing calculations using LaTeX (document markup language).

## ACADEMIC AWARDS

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- Entrance Scholarship of Distinction, University of Waterloo, Sept 2013
- Received honours for academic distinction, Northern Secondary School, June 2013
- Gifted Certificate, Northern Secondary School, June 2013 (completed 20 gifted courses)
- Business Certificate, Northern Secondary School, June 2013 (completed 4 business courses)

## HOBBIES AND CLUBS

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- General Member, Toques for The Impoverished Toronto (2011-2013)
- General Member, Northern Math, Engineering and Sciences Association (2009-2013)
- Passionate about learning and applying computing concepts in a creative fashion
- Very much intrigued by elegant and dynamic UI design for software and web pages
- Enjoy using, researching and experimenting with various technological devices
- Informal experience with Photoshop, GIMP and similar photo and video editing tools
- Fond of all sorts of collaboration, sharing of ideas, and transfer of knowledge