BOUDIN AHMED

3225 uplands Dr · (613) 850-8241
boudin321@gmail.com · **GitHub** · **LinkedIn**
~~Clearance: Secret~~

Maximize customer satisfaction by strategically implementing process improvement and managing calls. Vast knowledge in software, web/mobile applications, and frameworks. Fluent in both English and French.

SKILLS

- Active directory
- SSCM
- ServiceNow
- Lan Connectivity
- MS Office
- SM7
- Confluence
- Endpoint manager
- Teams
- Problem diagnosis
- Customer service
- Complaint handling
- Bilingual
- Phone and online support
- Software Install
- Hardware Configuration
- Imaging
- SNOW

EDUCATION

APRIL 2019
COMPUTER PROGRAMMING, LA CITÉ
Learned how to design computer applications using different programming languages. Upon completion of my training, I am now able to create, test, install and maintain applications as well as diagnose and correct problems.
LA CITÉ – OTTAWA, ON, CANADA

JUNE 2016
HIGHT SCHOOL DIPLOMA, LOUIS RIEL
LOUIS RIEL DÔME – OTTAWA, ON, CANADA

EXPERIENCE

MAY 2023- PRESENT

HELP DESK TECHNICIAN, CANADA COUNCIL FOR THE ARTS

• Imaging and deploying new computers
• Perform and support software installations
• Troubleshoot computer and network issues
• Cell phone and landline support
• Developed and maintained a thorough technical knowledge of the systems in place, their capabilities and operating procedures.

OCT 2022 – APR 2023

HELP DESK TECHNICIAN, THALES CANADA INC

• Similar to Canada council for the arts
• Imaging and deploying new computers
• Perform and support software installations
• Troubleshoot computer and network issues
• Cell phone and landline support
• Developed and maintained a thorough technical knowledge of the systems in place, their capabilities and operating procedures.

APRIL 2021 – JULY 2021

HELP DESK TECHNICIAN, NATURAL SCIENCES AND ENGINEERING RESEARCH COUNCIL OF CANADA

• Utilized Service Manager call tracking software to record and track service/support requests;
• Responded to telephone support calls and emails in both official languages
• Distributed calls to designated resolution centers;
• Assisted in account management
• Reported cases to Helpdesk supervisor and team leader.

FEBRUARY 2020 – NOVEMBER 2020

HELP DESK SPECIALIST, SHARED SERVICES CANADA

• Provided technical support to it infrastructure clients experiencing difficulties such as those with workstation hardware/software, mail routing, internet work routing, LAN/MAN/WAN services
• Investigated, determined and documented problems experienced and action taken to address client difficulties and refers problems to the next level of support as required.
• Identified and resolved first level issues with cellular devices (Blackberry, IOS devices, etc.) by using a BlackBerry Enterprise Server (BES) portal
• First point of contact for VIP assistance (ex-02 and above) for all it related issues
• Escalated unresolved issues to the proper groups
• Provided technical advice and assistance to the internal support groups, external partners and acts as the center of expertise on specialized technical subjects by means of formatted requests.
• updated the inventory management system (sap) when equipment is assigned to clients

(laptops, etc.)
• Assisted clients with the management of their mykey encryption services.
• Established and recommended standards and procedures for providing help desk services.
• Developed and maintained a thorough technical knowledge of the systems in place, their capabilities and operating procedures.
• Learned, mastered and evaluated new software products and recommends acquisition; tested new products and upgrades to existing products; documented the test results, and departmental application.

OCTOBER 2019 - FEBRUARY 2020
TECHNICAL SUPPORT, TEKSAVVY

• Take ownership of customer from initial contact to installation or change request/repair completion.
• Answer Technical Support and provide sales information to potential customer
• Resolve any issue concerning the customer's internet connection
• Arrange configuration and shipment of new/replacement equipment to customers
• Technical Support troubleshooting and repair ticket handling, end-to-end