

DANI ABDULMOUNEM

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EXPERIENCE

Deskside Support and Migration Specialist

Feb 2023 – Present

Shornali IT Solutions

Toronto, ON

- Led successful Windows refresh and migration projects, overseeing data backup and system imaging, ensuring minimal operational downtime.
- Collaborated with 5+ IT employees to facilitate system upgrades and address technical challenges, driving improvements in productivity and user satisfaction through effective troubleshooting and solution implementation.
- Provided on-site and remote IT support, including maintenance, problem resolution, and hardware/software installation for client computers, printers, and related equipment.
- I streamlined the Windows refresh adoption process by designing and conducting educational programs and comprehensive documentation, reducing operational interruptions by 50%, which resulted in greatly increasing user productivity.
- Actively supported and implemented process optimization strategies, significantly contributing to the creation of standardized support protocols and elevating the quality of deskside support services and Windows migration processes.

Supervisor, Alarm Responder

Oct 2022 – Present

Identigate Security Services

Toronto, ON

- Supervised daily operations of security personnel across 8 sites, ensuring asset protection and safety for over 1,000 individuals.
- Conducted monthly site inspections and audits, identifying potential risks and reducing incidents by roughly 25%.
- Provided comprehensive training to 10+ security officers on company policies and procedures.
- Managed and documented over 100 incident reports, ensuring accurate follow-up actions in line with company procedures.
- I enhanced site security by implementing advanced technology systems, including CCTV, access control, and alarms, which improved incident response times by 30%, resulting in a significant reduction in security breaches.

PROJECTS

Network Analyzer | *Python, Scapy, Socket, Command Line Interface*

- A comprehensive network analysis tool to monitor, analyze, and report on network traffic and device status within enterprise environments.
- [Project Link](#)

Medical Form Encryptor | *React, Node.js, Express, CryptoJS*

- Developed a React based encryption application that encrypts user medical form data on the client side and decrypts it on the server side using Express.
- [Project Link](#)

EDUCATION

Ontario Tech University

Oshawa, ON

Bachelor of Information Technology in Networking and IT Security

TECHNICAL SKILLS

Front End: ReactJS, React Native, HTML/CSS, Javascript, Typescript, Vue.js, ARCGIS

Back End: Python, C, C++, SQL, MongoDB, Express.js, Firebase, Django

Software & Tools: AWS, Azure, Linux, MacOS, Docker, M365

IT & Cybersecurity: Azure AD, Jira, Windows Server 2012/2016, Wireshark