

KARAM OMAR

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Professional Summary

Dynamic and results-driven former IT Professional intern with a passion for technology with a proven track record of problem-solving and customer-centric service, seeking to leverage my technical expertise and interpersonal skills. Eager to apply my in-depth knowledge of diverse tech products, combined with my ability to effectively communicate complex information, to drive sales, build strong customer relationships, and contribute to success.

Work Experience

Automotive parts associate

Canadian Tire

August 2020 to Present

Assisted customers in finding the proper parts for their cars

Provided customers with automotive tips and recommendations

Maintained a high level of customer satisfaction and positive feedback

Information Technology Specialist

(INTERNSHIP) | Demand-ITS-Ottawa, ON

April 2024 to August 2024

Second-year internship assisting a wide variety of clients with technical and software issues

Worked with a team of IT technicians collaboratively to diagnose and resolve issues efficiently

Contributed in resolving tickets, administrative work in multiple softwares, and monitoring server management

Information Technology Specialist

(INTERNSHIP) | Demand-ITS

May 2023 to August 2023

Assisted a wide variety of clients remotely and in person with technical issues and setups.

Set up SSL configurations on private Linux web-based servers

Computer Technician (COOP)

RB Computing

February 2020 to March 2020

Assisted in the installation of hardware for clients and customers

Diagnosed systems to clear any known issues

Worked collaboratively with the techs to provide efficient and effective service

Education

Advanced Diploma in Computer Programming

Algonquin College - Ottawa, ON

September 2022 to Present

Formerly Studying in Computer Engineering

Algonquin College - Ottawa, ON

September 2022 to December 2023

High school diploma or GED

St. Paul High School - Ottawa, ON

September 2017 to June 2021

Skills

- GIT
- Cooperative and understanding in others
- Determined to problem solve with teams
- SQL
- Familiar with software developing tools such as eclipse, IDEA and VS
- Experience in programming languages like Java, and version control systems such as
- MySQL
- Strong soft skills and improving daily in hard skills
- Linux
- Well-built understanding in software testing and debugging

Links

[linkedin.com/in/KaramOmar](https://www.linkedin.com/in/KaramOmar)

Certifications and Licenses

Driver's License