

## Abbasi Mohommad Maaz

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### Professional Summary

Motivated and detail-oriented IT Help Desk Technician with experience in customer service, technical support, and troubleshooting computer systems. Adept at handling client inquiries, diagnosing and resolving technical issues, and ensuring high customer satisfaction. Proficient in office automation, remote control tools, databases, and mobile device support. Strong problem-solving abilities with excellent communication skills and a customer-oriented mindset. Proven ability to enhance operational efficiency and maintain compliance with industry standards.

### Technical Skills

- **Help Desk & IT Support:** Troubleshooting, remote support, diagnosing technical issues and customer assistance
- **Programming Languages:** Python, HTML, CSS, JavaScript
- **Web Development:** Flask, Django, React
- **Computer Vision:** OpenCV, TensorFlow
- **Database Management:** SQL, SQLite
- **Tools & Frameworks:** Git, Docker, Azure
- **Operating Systems:** Linux (Ubuntu, CentOS), macOS, Windows
- **Office Automation:** Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Access, Teams, OneNote), Google Workspace (Docs, Sheets, Slides, Drive, Calendar, Gmail, Google Meet)
- **Customer Service & Soft Skills:** Strong communication, problem-solving, patience, and adaptability

### Professional Experience

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#### Web Developer

Aizinfotechs – April 2020 to July 2021 (1 year, 3 months)

- Developed and maintained a variety of responsive websites for clients across different industries, delivering tailored solutions to meet business requirements and improve online presence.
- Collaborated closely with clients and internal teams to understand project goals, ensuring user-friendly designs and seamless functionality.
- Built fully functional web applications, implementing both frontend and backend components to ensure a smooth user experience.
- Optimized websites for speed and performance, and ensured cross-browser compatibility and mobile responsiveness.
- Integrated APIs, payment gateways, and third-party services to expand functionality and client capabilities.

- **Frontend Development Summary:**
  - Proficient in HTML5, CSS3, JavaScript, and modern frontend frameworks such as React and Vue.js.
  - Experienced in creating intuitive UI/UX designs with a focus on responsiveness and accessibility.
  - Familiar with tools like Bootstrap, Tailwind CSS, and version control systems such as Git.
- **Backend Development Summary:**
  - Hands-on experience in server-side programming using PHP, Node.js, and Python.
  - Worked with relational databases like MySQL and PostgreSQL for data modeling and management.
  - Implemented RESTful APIs, user authentication systems, and handled data integration with third-party services.

### **Client Service Associate**

Freedom Mobile, Toronto, ON

April 2023 – October 2023

- Provided exceptional IT help desk support by resolving customer inquiries and complaints, ensuring high satisfaction levels.
- Assisted customers with mobile device setup, troubleshooting, and technical issues.
- Managed multiple tasks efficiently in a fast-paced environment, ensuring timely resolution of technical problems.
- Maintained strong customer relationships through professional and clear communication.

### **Computer Lab Assistant**

Seneca College, Toronto, ON

September 2022 – July 2023

- Provided hands-on technical assistance to students and faculty, troubleshooting hardware, software, and networking issues.
- Conducted workshops and tutorials on various software applications and programming languages.
- Maintained lab computers and ensured all systems were operational.

## **Projects**

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### **Real-Time Object Detection System**

- Developed a real-time object detection system using OpenCV and TensorFlow.
- Implemented YOLO for accurate object localization and classification, optimizing for performance and accuracy.

### **Facial Recognition Attendance System**

- Created a facial recognition-based attendance system using Python and OpenCV.

- Designed a user-friendly interface for staff and students to log attendance, integrated with a database to manage records.

## Education and Certification

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### Diploma in Information Technology

LJ Polytechnic, Ahmedabad, Gujarat, India

Graduated: April 2020

### Advanced Diploma in Computer Programming

Seneca College, Toronto, ON

Graduated: May 2024

### ISC<sup>2</sup> Certified in Cybersecurity (CC)

ISC<sup>2</sup> (Online)

September 2024

### Google Cybersecurity Professional Certificate

Google (Online)

September 2024

### CompTIA Security+ (Plus)

CompTIA (Online)

Ongoing

## Additional Skills

- **Technical Support:** Proficient in diagnosing and resolving basic technical issues across multiple platforms.
- **Customer Service:** Experienced in handling client inquiries, troubleshooting, and ensuring high-quality user support.
- **IT Helpdesk Expertise:** Knowledgeable in providing remote and in-person support for various IT systems.
- **Banking Compliance:** Familiar with Know Your Customer (KYC) and Anti-Money Laundering (AML) processes.
- **Sales and Upselling:** Strong ability to recommend and upsell products and services based on customer needs.