

MENA SHAFIK

5269 Fallingbrook Drive, Mississauga ON L5V 1N8 ■ 905-858-6176 ■ menashafik516@gmail.com

SUMMARY OF QUALIFICATIONS

- Advanced Diploma in Computer Engineering
- Adept at circuit design, debugging and programming, competent in computer software
- Proficient in computer hardware, assembly, troubleshooting, upgrading software installations and maintenance
- Proven ability to complete tasks on time, efficiently and accurately
- Hardworking self-starter that works well both independent and group setting
- Curious and eager to learn new skills and technologies and able to research technical solutions
- Willing to do whatever it takes to complete tasks and responsibilities
- Excellent communication skills and interpersonal skills with the ability to deal with diverse cultures

TECHNICAL SKILLS

| | |
|---------------------|--|
| Platforms | Windows, UNIX, Linux |
| Languages | C, C++, C#, CSS3, HTML5, Java, JavaScript, PHP, XML, Java Servlets using Tomcat |
| Hardware | Build computers, Constructed logic board, power supply, and battery tester |
| Networking | LAN, telecommunications concepts (TCP/IP Protocols) |
| Applications | Eclipse, MS Word/Excel/Project/Outlook, NetBeans, Multisim, Ultiboard 2010, AutoCAD, SSH, Visio, LabView, MPLAB IDE (Microchip), Android Studio, and Visual Studio |
| Databases | MySQL, Oracle Database |

EDUCATION

- **Bachelor of Applied Computer Science(Mobile Computing)**, Sheridan College, Oakville, ON present
- **Computer Engineering Technology Co-op Program**, Sheridan College, Brampton, ON 2011

WORK EXPERIENCE

- | | |
|--|------|
| IT Help Desk Support Representative , Fern Hill School, Oakville, Burlington ON | 2014 |
| <ul style="list-style-type: none">• Troubleshoot IT related issues for 100 tablet computers and Lenovo desktops• Fixed printer, scanner, classroom technology (LCD projectors) and user network issues• Provided helpdesk support for all students, faculty and administrative staff | |
| IT Help Desk Support Representative , Appleby College, Oakville, ON | 2010 |
| <ul style="list-style-type: none">• Troubleshoot IT related issues for 850 tablet computers and IBM desktops• Managed printer, scanner, classroom technology (LCD projectors) and user network issues• Provided helpdesk support for all students, faculty and administrative staff• Ensured all issues were properly documented, tracked, and escalated to the appropriate level if necessary through their proprietary ticketing system• Assisted in IT related projects as requested by management; I configured 60 laptops for students to take on line exams and had to make sure that user rights were very restricted to prevent cheating offences. This involved removal of email and restricted internet access | |
| Ride Operator , Playdium, Mississauga, ON | 2007 |
| <ul style="list-style-type: none">• Discussed safety rules with all customers before allowing them onto rides• Sold tickets to customers, ensuring accurate handling of cash, debit and credit• Was required to make sure the rider was alright and restate the safety rules for repeat offenders, and also had to ensure the vehicle was mechanically safe | |