

# Bassim Shwehdi

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## Profile

Experienced IT Systems Administrator with a demonstrated history of working in the Tech industry. Passionate about design and creativity, with a focus on front-end development, web design (UI/UX), and graphic design. Dedicated Web Developer consistently adapting to new technologies and trends. Actively delving into the realm of WebGL, seamlessly integrating my 3D modeling expertise into the dynamic field of web development.

## Education

**WEB DEVELOPMENT AND INTERNET APPLICATIONS |  
JANUARY 2022-JANUARY 2024 | ALGONQUIN COLLEGE**

## Skills and Coursework

- CSS, HTML, HTML5, Bootstrap
- JavaScript, Three.js, React, ReactThreeFiber
- Python, C#, .NET and PHP
- Linux, Windows, MacOS
- Technical Writing/ Communication
- Pursues Leadership and Teamwork
- Collaborative, Critical thinking
- Proficient in English and Arabic
- Object oriented Programming
- Web Project Management, Applications Development, Network Security
- MySQL Database Design and Administration
- Processor Architecture
- Cross-Platform Web Design
- Adobe Premiere Pro, Photoshop, XD, Illustrator
- Figma, InDesign, Blender

## Experience

**TECH SUPPORT SPECIALIST | STAPLES CANADA (CORPORATE) | JULY 2022 – PRESENT**

- Completed software/hardware diagnosis assignments and Executed daily tasks encompassing DNS resolutions, Proxy configurations, Data Encryption, Malware eradication, and the deployment of VPNs.
- Automation Scripting for Windows command shell sessions, particularly in the utilization of BeyondTrust's Bomgar software.
- Monitored and responded to automation system issues, demonstrating effective escalation, tracking, logging, and resolution of all system problems, errors, and issues.
- Endorsed and ensured a strict level of confidentiality concerning data privacy, meticulously documenting all work and updating procedures accordingly.
- Played a key role in training junior technicians in session handling procedures, contributing to the team's overall efficiency and knowledge base.

**PROJECT MANAGER & FULL STACK DEVELOPER| (HIFIS) INFRASTRUCTURE CANADA |  
SEPTEMBER 2023 – December 2023**

- Oversaw a team of 5 in developing a digital survey using Visual Studio 2022, C#.NET MVC, JavaScript, HTML, CSS, and MySQL.
- Transform a paper-based survey into an efficient digital solution, anticipating and handling a twofold increase in user volume.
- Utilize Visual Studio 2022 for streamlined development, C#.NET MVC for server-side, JavaScript, HTML, and CSS for responsive front-end.
- Implement and maintain MySQL databases for secure data storage according to existing HIFIS infrastructure.
- Collaborated closely with the team, met project milestones, and adapted to evolving requirements.
- Prioritize user experience with intuitive and accessible front-end design.
- Ensure project documentation, rigorous testing using coordinated test plans, and ongoing optimization is completed efficiently all while following government guidelines.

**HEAD RESIDENT TECHNICIAN | STAPLES CANADA | JANUARY 2020 – JULY 2022**

- Logging and managing end-user queries through in store Ticketing System
- Diagnosing and solving hardware and software faults
- Ensured accurate and efficient repairs were performed on client's computers
- Installing hardware (SSD, GPU, CPU, RAM, Motherboards, Fans, Hinges, Chassis Repair) and configuring desktops and laptops with Dedicated Operating systems and necessary drivers for specific peripherals.
- Assisted Managers in Training Tech Supervisors/Tech Associates in and around the Tech Department to further familiarize themselves with the work environment