Mohammad Zohaib Siddiqui

Brampton, ON – (416) 857-2807
zohaibsiddiqui3377@gmail.com

www.linkedin.com/in/mohammad-zs

CAREER SUMMARY

Dedicated and technically skilled IT professional with hands-on experience in desktop support, network configuration, system administration, and technical troubleshooting. Currently working as a **Network Technician**, supporting structured cabling, server installations, and secure system deployment. Known for excellent communication, timely problem resolution, and a proactive approach to improving system performance and client satisfaction. Eager to contribute to municipal IT operations in a fast-paced, client-facing environment.

TECHNICAL SKILLS

- ➢ **Systems & Networking**: Windows Server, Linux, Active Directory, DHCP, DNS, VPN, IP Routing
- ➢ **Security & Access Management**: MFA, Access Control, Backup & Recovery Solutions, Cybersecurity Principles
- ➢ **Tools & Platforms**: ServiceNow, Jira, Microsoft 365, File Sharing Solutions, Remote Desktop
- ➢ **Hardware & Infrastructure**: HP/Ricoh Multifunction Devices, Network Cabling, Printers, Routers (incl. vEdge 1000)
- ➢ **Programming/Scripting**: Basic scripting knowledge (Bash, Python)
- ➢ **Cloud & Collaboration**: Microsoft Azure, Office 365, Teams, Confluence, AWS

EDUCATION

Advanced Diploma in Computer Systems Technology – (Expected)	**2024 - 2027**
Software Development and Network Engineering Coop	
Sheridan College, Brampton, ON, Canada	
International Baccalaureate Diploma Programme (Higher Secondary School)	**2021 - 2023**
Eastern Public School, Bhopal, MP, India	

LICENSE & CERTIFICATIONS

- **Ontario Security Guard License** – Valid till 2026 | License No: 50042368
- **CPR-C & AED Certified** – Valid till 2027
- **G2 Drivers License** – Valid Till 2029
- **Career Essentials in Generative AI** – Microsoft and LinkedIn - 2024
- **Oasis Academy** – Programming Certification – 2024

WORK EXPERIENCE

Network Technician & Tech Installer | Field Nation   **June 2024 – Present**

- ➤ Provided technical support and service delivery at multiple on-site locations across the GTA and surrounding regions, ensuring timely completion and professional client interaction.
- ➤ Delivered end-to-end network and system support to diverse clients, including setup and troubleshooting of routers, switches, servers, and workstations.
- ➤ Replaced vEdge 1000 routers, installed structured cabling, and performed site surveys and diagnostics for system upgrades.
- ➤ Supported system rollouts, remote troubleshooting with engineers, and maintained site documentation.
- ➤ Applied cybersecurity best practices in server and application configuration, access control, and backups.
- ➤ Assisted with hardware inventory and asset management using standard tools.

Full time Customer Service Associate (CSA) at Swiggy   **Nov 2023 – April 2024**

- ➤ Extensive training programs that equipped me with the knowledge and necessary skills to deal with customers.
- ➤ First point of contact for customer support, effectively addressing and resolving a wide range of inquiries.
- ➤ Developed a keen ability to anticipate and identify customer needs through attentive communication.
- ➤ Upheld the highest standards of privacy by keeping customer information confidential.

Design & Content Head | EPS   **Jul 2022 – Aug 2022**

- ➤ Designed promotional and educational content; managed branding for school-wide Model UN events.
- ➤ Coordinated with team members and served as liaison to ensure clear communication and content delivery.
- ➤ Managed project deadlines and resolved last-minute presentation and technical issues.

References are available and will be provided upon request.

AVAILABILITY

Flexible to work as scheduled. (Full-Time & Part-Time)

Physically fit to perform required tasks. (Capable of lifting equipment up to 40 lbs)

Legally eligible to work and currently residing in Canada.