Nabeeha Siddiqui

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LinkedIn: www.linkedin.com/in/nabeeha-siddiqui
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Technical Skills

Languages: C, C++, Python, JavaScript/HTML5/CSS, SQL, PL/SQL, Java

Frameworks & Libraries: Angular, React, Node.js, Bootstrap, jQuery, Handlebars.js, Express.js

Databases: PostgreSQL, MySQL, MongoDB, Oracle SQL Developer

Tools: Git, Azure, REST API, Jira, Linux, ServiceNow, Bash Scripting, MS Office Suite

Education

Ontario College Diploma (2 Years) - Computer Programming (Honors)   Jan 2022 – Aug 2023
Seneca College — *Toronto, Canada*

- 3.9/4.0 Graduating GPA
- Presidents list for Winter 2022 and Summer 2022

Professional Experience

Senior IT Support Coordinator   January 2024 - Present
(Regular Part-time) / Royal Bank Canada (RBC) | Toronto, Canada

- Provides in-depth support and leads problem solving and implementation efforts for specific technology products or applications. With extensive knowledge of the job and policies/practices, performs a wide range of advanced administrative/operational assignments.
- Monitoring and categorizing incoming calls, analyzing frequently asked questions and defining procedures.
- Working with callers and other help desk specialists to resolve usual and unusual information system problems.
- Evaluating the efficiency of new tools and utilities, used for help desk services.
- Participating in the analysis of client-identified issues or problems which may require changes to procedures, standards or systems.

Office Manager   Jun 2022 – Current
(Independent Contractor) / LXM Law | Ottawa, Canada

- Liaise with principal lawyers to provide administrative and technical support and maintain organizational MS OneDrive and SharePoint in a remote working environment. In charge of supporting various enterprise applications & suites i.e., Office 365, CLIO.
- Maintained and updated the organization's website using SEO optimization, HTML5, WordPress Content Management Systems and CSS technologies.
- Demonstrated advanced proficiency in Microsoft Office Suite by providing formatting support. Formatted PowerPoint presentations and documents with meticulous attention to detail and adherence to stylistic consistency.
- Streamlined the organization's RFP document-sharing process by creating and administering SharePoint site solutions. Effectively collated 150+ RFP documents, each in a suitable folder in a comprehensive directory tree. Administered appropriate permissions to ensure safe and secure sharing of documents for clients within and outside the organization.
- Programmed Zoom conference with over 100+ attendees across Canada. In charge of ensuring Zoom meeting was programmed with appropriate polls and activities and ensuring the conference ran seamlessly.

IT Service Desk Representative   May 2023 – Aug 2023 & Aug 2022 – Dec 2022
(Contracted Part-time) / Seneca College | Toronto, Canada

- Understood client concerns and communicated workable solutions to clients of varying technical proficiencies. Promptly addressed over 75+ technical support tickets/inquiries received through email or MS Teams.
- Conducted thorough checks on Crestron classroom integrated conferencing A/V tools and Seneca lab systems to ensure all hardware and software were up to date. Walked clients through solutions and demonstrated system functionality.
- Effectively facilitated asset management. Independently collated 200+ device serial numbers accurately by running scripts on new systems. Maintained Excel spreadsheet with all serial numbers and corresponding tags awarded to each system. Assisted in the time-efficient deployment of laptops to faculty by keeping logs on laptop deployment.
- Worked open house, providing in-person desktop and A/V support to presenters throughout the event for presentations with 40+ attendees.

Certifications

Career Essentials in System Administration by Microsoft and LinkedIn

- MS Azure, MS Endpoint Manager, MS Active Directory, Cloud Administration, VMware Visualization.

Learning ITIL®

- Service Management and ITIL, Learning ITIL v3, ITIL v4