

Nabeeha Siddiqui

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

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, Advanced Office 365

Education

Computer Programming (Honors) - Ontario College Diploma (2 Years)

Jan 2022 – Aug 2023

Seneca College — *Toronto, Canada*

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

Professional Experience

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. Issued client invoices on behalf of lawyers through CLIO.
- Maintained and updated the organization's website using SEO optimization, HTML5, WordPress Content Management Systems and CSS technologies.
- 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.
- Microsoft Global Administrator for the organization. Responsible for user provisioning such as granting access, deleting access, creation and on boarding of new users, and modifying access to Microsoft applications.
- 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

(Contracted Part-time) / Seneca College | Toronto, Canada

- Provide prompt end-user support via email and/or MS Teams including software, hardware, and network connectivity issues. Responsible for troubleshooting client concerns and communicating workable solutions to clients of varying technical proficiencies.
- Conducted thorough checks on various peripherals (i.e., printers, projectors), Crestron A/V conferencing tools and Seneca lab systems (Windows 10+) 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. Accurately maintained a comprehensive 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 for presentations with 40+ attendees.

IT Service Desk Representative

Aug 2022 – Dec 2022

(Contracted Part-time) / Seneca College | Toronto, Canada

- Provide prompt end-user support via email and/or MS Teams including software, hardware, and network connectivity issues. Responsible for troubleshooting client concerns and communicating workable solutions to clients of varying technical proficiencies.
- Conducted thorough checks on various peripherals (i.e., printers, projectors), Crestron A/V conferencing tools and Seneca lab systems (Windows 10+) to ensure all hardware and software were up to date. Walked clients through solutions and demonstrated system functionality.
- Teamed with a group of 15 individuals to timely image all of Seneca's 200+ lab systems, ensuring all hardware was functional and systems properly had been formatted.
- Worked open house, providing in-person desktop and A/V support to presenters 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