Nawriz Ibrahim
Waterloo, Ontario, Canada
LinkedIn: linkedin.com/in/nawriz-ibrahim1663/
Email: nawrizibrahim@gmail.com | Phone: 001-519-503-0184

Professional Summary

Dedicated IT Support Technician with 5+ years of hands-on experience in IT helpdesk, operations, and technical support within aviation and nonprofit sectors. Proven track record in troubleshooting hardware/software, incident resolution, and maintaining IT infrastructure. Skilled in ITIL-based practices, asset management, and delivering superior customer service to minimize downtime and enhance user satisfaction. Experienced with ServiceNow, Active Directory, Azure administration, Intune, SCCM, and remote management tools.

Professional Experience

IT Helpdesk Technician
Reception House Waterloo Region | May 2023 – Present

- Provide frontline IT support for 200+ end-users, ensuring rapid resolution of incidents and requests.
- Manage ITSM ticketing workflows in ServiceNow, escalating critical issues to ensure SLA compliance.
- Perform hardware/software deployment, patching, and preventative maintenance to minimize downtime.
- Maintain IT inventory and asset records, aligning with audit and compliance standards.

IT Operations & Support Technician – Helpdesk
Air Arabia | June 2018 – April 2023

- Delivered high-quality IT support across multiple UAE locations, ensuring 24/7 operational continuity.
- Installed, configured, and maintained PCs, peripherals, LAN/WAN equipment, and telephony systems.
- Assisted in system rollouts, relocations, and upgrades using SCCM, Intune, and RDP tools.
- Conducted troubleshooting on network issues (TCP/IP, DNS, DHCP, VPN) and hardware failures.
- Coordinated with vendors for warranty repairs, spare part management, and inventory control.
- Proactively updated customers on incident status, achieving high customer satisfaction scores.

Education

Algonquin College
Postgraduate Certificate in Cloud Development and Operations | 2025

Fanshawe College
Postgraduate Certificate in Information Security Management | 2022

Conestoga College
Diploma in Software Engineering Technician | 2020
Certificate in Web Design and Development | 2021

Skills & Tools

- IT Support & Service Management: ITIL, ITSM, Incident/Problem Management, ServiceNow

- Hardware/Networking: Installation, LAN/WAN cabling, TCP/IP, DHCP, DNS, VPN

- Systems & Admin: Active Directory, Azure AD, Microsoft Intune, SCCM, Endpoint Management

- Remote Support Tools: RDP, TeamViewer

- Technical Proficiency: Windows, macOS, Linux, MS Office Suite, Visio, Jira

- Other: Asset Management, Preventative Maintenance, Customer Service Excellence

Personal information

- Driver License: G Class

- Languages: English, Arabic

- References: Available upon request