

Ozafa Yousuf Mahmood

8888 University Drive East • Burnaby, BC V5A1S6 • oym@sfu.ca • 7788402774

Experience

Service Desk Technician

Burnaby, BC

IT Services SFU

May 2022 – Current

- Resolved 10+ tickets everyday through efficient problem solving and collaboration with team members using the SFU Team Dynamix Ticketing system.
- Demonstrated excellent customer service skills while interacting with professors, students, and staff members to provide timely and effective solutions.
- Collaborated with Audio Visual (AV) technicians and professors to troubleshoot potential problems
- Helped with Sponsored account creation for clients

Audio Visual Technician

Burnaby BC

IT Services SFU

January 2023 – Current

- Offered technical assistance to clients and the events team, facilitating the seamless integration of projectors, sound systems and wireless microphones during setup
- Responded to classroom support calls, effectively troubleshooting, and resolving issues to minimize the downtime during classes.
- Maintained and documented inventory levels of audio and visual equipment to support continuous availability through SharePoint.

Project and Technical Experience

Data Structures and Programming in C++

January 2023

- Solved various errors and bugs by troubleshooting and using online resources effectively
- Learned concepts about data structures, including arrays, lists, stacks, queues, tree, heaps and hash tables
- Implemented a data collection application to efficiently store and retrieve data

Database Management and Systems

November 2023

- Successfully performed data manipulation tasks using SQL including data insertion, updating and deletion operations.
- Demonstrated the ability to design and implement a well-structured database schema that aligns with real-world application requirements,
- Created efficient and non – data redundant databases using 3NF and BCNF forms

Skills

Transferrable Skills

- Demonstrated flexibility in scheduling, showing readiness to adapt to flexible work schedules including weekends.
- Demonstrated strong interpersonal, problem-solving and organizational skills through my experience working collaboratively with team members to deliver quality results
- Managed time effectively through my experience of multitasking and meeting deadlines while exercising mature judgement and initiatives.

Technical Skills

- Experience using the SFU TeamDynamix ticketing system to track and document IT requests and incidents
- Proficient in the common software used by the AV and Service desk technicians such as Sharepoint , TeamDynamix, Confluence and Microsoft teams

Education

Simon Fraser University

Bachelor Of Science - Computing Science

Burnaby BC

04/2025