



# Hassan Abdulle

## Professional Summary

Results-oriented System Administrator with superior problem-solving and critical thinking skills, as well as meticulous attention to detail and methodical nature. Skilled in tackling problems in unique ways to develop innovative solutions. Consistently recognized by superiors and peers for knowledge and expertise.

## Work History

### Concentrix - Senior Apple Technical Representative

Hamilton, ON

02/2019 - 09/2020

- Mac OS server and IOS hardware proficiency
- Implemented, developed and tested installation and update of file servers, print servers and application servers in different departments.
- Worked with Apple customers to understand needs and provide excellent service.
- Promoted to senior advisor level and offered highest level technical support and trained support personnel to provide Tier I support to end users

### Ontario Power Generation - Computer Engineering Intern

Pickering, ON

09/2016 - 04/2017

- Analyzed existing SQL queries to identify opportunities for improvements.
- Documented and analyzed business reports for prompt communication, follow-up and ongoing support.
- Developed custom database objects, stored procedures and delivered application support.
- Update and maintain department website

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## Skills

- Microsoft Windows Server 2016, 2019
- Active Directory
- DNS, DHCP & SCCM
- Installing and configuring Window Server update services
- On premises & Cloud Virtualization
- Red Hat Linux Enterprise
- Networking protocol expertise
- System backup & upgrades
- JavaScript & C programming
- Relational Database: PostgreSQL, MySQL
- Non Relational Database: MongoDB
- Microsoft 365 Suit
- Software diagnosis
- Customer service expert

## Education

06/2019

**McMaster University**

Hamilton, ON

Bachelor of Science: Computer Engineering