

Ahmad Sameer Ahmadi

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Professional Summary

BCIT Computer Information Technology student with a passion for helping people solve technical problems. My experience in IT support, combined with certification from NPower Canada in Google IT Support has strengthened my troubleshooting and communication skills. As a former Arc'teryx Trainer, I'm skilled at guiding others through complex processes and providing clear, patient support. Excited to bring this blend of technical knowledge and customer service to a Junior Software Support role.

EDUCATION

British Columbia Institute of Technology (BCIT), BC, Canada

January 2025 to Present

Present

- Diploma in Computer Information Technology (CIT) Focusing on systems administration, networking, and database management

NPower Canada, BC, Canada

May 2023 to August 2023

2023

- **Google - IT Support Foundations Certificate**, Courses included Technical Support Fundamentals, Networking, Operating Systems, System Administration, and IT Security

PROFESSIONAL EXPERIENCE

Trainer - Arc'teryx, New Westminster, BC, Canada

May 2023 to January 2025

to January 2025

- Onboarded and coached new hires, creating quick-start checklists that reduced ramp-up time and improved team efficiency.
- Collaborated with leads to resolve tooling and access issues; documented recurring fixes to streamline troubleshooting and reduce internal support requests.
- Recognized for reliability, clear communication, and a customer-focused approach; promoted to Trainer within the first year.
- Fostered a supportive learning environment that emphasized accuracy, consistency, and positive team interactions contributing to higher internal satisfaction and performance.

Technical SKILLS

Python, JavaScript, HTML/CSS, SQL (joins & normalization), MongoDB, Git/GitHub, VS Code, VirtualBox, Linux (CLI/SSH), Trello