Samatar Abdi

Ontario, CA
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IT Student and aspiring web engineer
samatar.me
github.com/samatarcreator

TECHNICAL SKILLS

HTML5, CSS3, JavaScript, Windows 10 Troubleshooting, Linux, PowerShell, Java

PROJECTS

All projects kept up-to-date on my site @ *samatar.me*

EDUCATION

current **B.A in Information Technology, York University, Toronto**

EXPERIENCE

IOS Tier 1 Technical Advisor, Transcom. Remote – Sept 2021
- A remote help-desk position working on Apple products exclusively
- Found solutions to user's technical issues using a large database of information
- Assisted with iPhone restoration, setup, iCloud configuration and software issues
- One-on-One customer relations experience

As-Is Functional Tester, Syncreon. Concord, ON – June 2021
- Tested functionality of various iPhones and iPads
- Synced devices using MacOS and checked for hardware repairs
- Reset and Restore devices in rapid fast-moving environment

Technician Manager, Tech Doc. Toronto, ON – Sept 2019
- Managed student technicians at university club
- Assisted students with laptop repairs, installation of programming environments
- Created appointments and organized technicians for user issues