

Samatar Abdi

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Work Experience

Tier 1 IOS Technical Support

Transcom - Remote

September 2021 to October 2021

This job was remote.

I worked from home as a technician, where I helped Apple users resolve their technical issues regarding their phones and services. I used a large database provided to find solutions to customer problems. Some of these things included:

- iPhone restoration
- iCloud configuration
- Account setup
- Hardware issues
- Wi-Fi disconnecting/ general slowness

As-Is Functional Tester

Syncreon - Concord, ON

June 2021 to June 2021

At Syncreon, I tested and configured Apple devices that came in for repairs.

- Software Restores and Updates
- Checked Hardware for problems
- Restored iPads and iPhones
- Used Mac computers to configure and sync devices

Machine Operator

Magna Co-Ex-Tec - Concord, ON

June 2020 to August 2020

This was a 2 month program where I was able to work as a machine operator.

Education

Bachelor's Degree in Information Technology

York University - Toronto, ON

September 2017 to Present

Skills

- Java
- JavaScript

- HTML5
- CSS
- SQL
- R
- Android development
- Microsoft Office
- MATLAB
- Writing skills
- Windows 10
- Windows troubleshooting
- Linux
- Computer repair
- Git
- XML

Languages

- English - Advanced

Links

<http://www.samatar.me/>

Groups

Technician Manager - Vice President

September 2018 to Present

Tech Doc is an official club at York University. We help with computer repairs; software and hardware. We are one of the only clubs at the university that help users with their laptops and other systems, as well as installing Java and other programming environments. I began as a Technician, then became a Technician Manager, then the Vice President.