

SANA SHAHEEN

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SUMMARY

Recent graduate in Applied Network Infrastructure and System Administration with nearly 1 year of hands-on experience in technical support and IT field operations. Skilled in walk-in support, hardware/software setup, troubleshooting, and IT asset management across multi-campus environments. Proficient in Active Directory, Office 365, and remote desktop tools. Experienced with AV system support and ticketing systems like BMC Helix. Known for delivering professional, user-friendly service in fast-paced, customer-facing settings, with a strong willingness to learn new tools and technologies

SKILLS

- Hardware & Software Troubleshooting
 - System Administration (Active Directory, DNS, DHCP, GPO)
 - Network Fundamentals (LAN/WAN, TCP/IP)
 - IT Asset & Inventory Management
 - BMC Helix Ticketing System
 - AV Support (Projectors, Extron, ShareLink)
 - Windows & Linux OS
 - Network Security & System Maintenance
 - Printer Setup & Troubleshooting
 - Office 365 (Outlook, Excel, Word)
 - Customer Service & Communication
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CERTIFICATES

- Google Cybersecurity Professional Certificate-2025
 - IT Essentials by Cisco Networking Academy
 - Network Security by Great Learning Academy
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WORK EXPERIENCE

IT Field Operations Technician

July 2024 – April 2025

Conestoga College – Kitchener, ON

- Provided technical support to 4000+ students, staff, and faculty across 10+ campus buildings.
- Perform software and firmware upgrades of IT devices, ensuring compliance with security policies.
- Deployed and set up new workstations across multiple sites following institutional standards
- Collaborate with the team to resolve network connectivity issues and support system health checks.
- Deployed new PCs across multiple sites according to set standards.
- Provided technical support to users with diverse range of IT issues.
- Installed, configured, and maintained audiovisual (AV) equipment including projectors, Extron scalers, and ShareLink systems to enhance classroom and meeting space functionality
- Conduct IT Asset & Inventory Management for laptops, phones, PCs, monitors, and other peripherals.
- Responded to service tickets, maintained IT/AV documentation, and provided recommendations to improve system performance and efficiency.
- Worked with senior technicians to resolve escalated tickets involving network issues and AV integration.

Customer Service Associate

September 2023 - December 2023

Amazon – Hyderabad, India

- Responded to customer inquiries via chat, email, and phone with empathy and professionalism.
 - Resolved complaints and processed orders, returns, and refunds while ensuring accuracy.
 - Handled sensitive information in accordance with company guidelines.
 - Maintained up-to-date knowledge of company services and support processes.
 - Adapted communication approach to meet the needs of customers from diverse backgrounds.
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VOLUNTEER EXPERIENCE

Summer Program Volunteer

July 1, 2024 – July 30, 2024

MAC Kitchener Masjid – Kitchener, ON

- Supervised and engaged with children during daily recreational activities including football, basketball, and arts and crafts.
 - Assisted younger children during lunchtime, ensuring a safe, supportive, and inclusive environment.
 - Planned and led age-appropriate games and creative sessions to promote teamwork, creativity, and social skills.
 - Maintained a positive and nurturing atmosphere, encouraging respectful behavior and active participation.
 - Collaborated with other volunteers to coordinate daily routines and manage group transitions effectively.
 - Developed strong communication, leadership, and organizational skills while supporting the needs of diverse age groups.
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EDUCATION

Conestoga College – Kitchener, ON

Post-Graduate Diploma in Applied Network Infrastructure & System Administration

Graduation: April 2025

GPA: 3.5/4

Nawab Shah Alam Khan College of Engineering – Hyderabad, India

Bachelor's in Information Technology

Graduation: December 2020

CGPA: 6.9/10

PROJECT WORK

IT Infrastructure Deployment – Capstone Project (2025): Designed and deployed a hybrid IT infrastructure for a global web development firm with offices in New York and Hong Kong. Built secure, virtualized environments using Windows Server 2019 and Ubuntu. Configured Active Directory with a two-way trust relationship for centralized identity management and RBAC. Integrated Zammad for ticketing, Nagios for monitoring, Microsoft Exchange with DAG for email redundancy, Apache Guacamole for secure remote access, and Mattermost for internal communication. Developed a unified web portal using LDAP-based authentication and RESTful APIs. Proposed high-availability architecture with PostgreSQL replication.

Technologies Used: Windows Server 2019, Ubuntu, AD, Exchange, Zammad, Nagios, Guacamole, Mattermost, PostgreSQL.

ADDITIONAL INFORMATION

- Willing to travel and relocate as required
 - Willing to learn new tools and technologies
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REFERENCES

- Reference available upon request.