Sana Shaheen

CONTACT

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EDUCATION

Conestoga College, Kitchener, Ontario | 2024–2025
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 | 2016–2020
Bachelor's in Information Technology (B.Tech)
- Graduation: December 2020
- CGPA: 6.9/10

PROFESSIONAL EXPERIENCE

IT Field Operations Technician | July 2024–April 2025
Conestoga College – Kitchener, ON
- Delivered technical support to 2,000+ users across 10+ campuses, resolving hardware, software, and network issues.
- Performed software/firmware upgrades and deployed new workstations following security and institutional standards.
- Administered IT asset management for laptops, PCs, and peripherals; ensured accurate inventory tracking.
- Installed and maintained AV systems (projectors, Extron, ShareLink) for classrooms and meeting spaces.
- Responded to service tickets, documented resolutions, and assisted with escalated network and AV issues.

Customer Service Associate | September 2023–December 2023
Amazon – India
- Handled customer inquiries via chat, email, and phone with professionalism and accuracy.
- Resolved complaints, processed orders, returns, and refunds while ensuring compliance with company guidelines.
- Maintained knowledge of products and adapted communication for diverse customer needs.

Summer Program Volunteer | July 1, 2024–July 30, 2024
MAC Kitchener Masjid – Kitchener, ON
- Supervised children during recreational activities and ensured a safe, inclusive environment.
- Planned and led games to encourage teamwork, creativity, and social skills.
- Collaborated with volunteers to manage daily routines and maintain positive group engagement.

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, Remote Desktop tools, VPN, Office 365 (Outlook, Excel, Word), Customer Service & Communication

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CERTIFICATES

Google Cybersecurity Professional Certificate-2025
IT Essentials by Cisco Networking Academy