Shokria Jafari

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OBJECTIVE:

Motivated IT student pursuing a diploma in **Cloud Computing Technology** at **George Brown College**, eager to apply technical skills and analytical problem-solving abilities in an **Operations Analyst Co-op/Internship** role at **BMO Financial Group**. Passionate about optimizing processes, leveraging cloud-based solutions, and driving operational efficiency.

HIGHLIGHTS OF QUALIFICATIONS:

- Excellent problem-solving and analytical skills, quickly identifying and resolving issues to maintain seamless cloud functionality.
- Effective communicator and team player, capable of working in cross-functional teams and explaining complex technical concepts clearly.
- Advanced proficiency in Microsoft 365 Suite, SharePoint, Teams, MS Intra ID, MS Engage, MS Admin Center, MS defender.
- Strong leadership and mentoring experience, having taught and trained students in technical subjects, demonstrating an ability to share knowledge effectively.

TECHNICAL SKILLS:

- Operating Systems: Linux, Windows Server
- Cloud Computing: Microsoft Azure (currently learning), AWS fundamentals
- Software Documentation: Microsoft Office (Word, Excel, PowerPoint)
- Networking & Security: CCNA basics, firewall configurations
- Programming Languages: Java, Python, C++, JavaScript
- Web Technologies: HTML, CSS, Angular, MySQL
- Database Management: SQL queries, data visualization with Power BI
- Technical Writing: Documenting cloud architectures, system configurations, security policies

EDUCATION:

Cloud Computing Technology (Postgraduate)   **Jan 2025 - Dec 2025**
George Brown College, Toronto, ON

1- **Microsoft 365 Cloud Administration Project**:
- Customized organization profiles, branding, and user settings in Microsoft 365
- Managed users and licenses using PowerShell scripting
- Configured Exchange Admin Center for shared mailboxes, distribution lists, and malware settings
- Installed and activated Microsoft 365 Apps for Enterprise on a virtual machine
- Sent and verified emails using Outlook and Exchange Online

2- **Managing Microsoft 365 Environment**
- Bulk user import and license assignment for optimal user management
- Configuration of Office 365 Groups with tailored permissions to enable secure collaboration
- Rolling out Microsoft Defender for Office 365 to enforce advanced threat protection
- Setting up SharePoint Online and OneDrive for Business with customized permissions and retention policies
- Implementing Viva Engage to enhance internal communication and company culture
- Enabling audit logs, alerts, and service health monitoring for proactive IT management

Information Technology (Bachelor degree)   **Aug 2018 – Oct 2022**
Kabul Polytechnic University, Kabul, Afghanistan

CERTIFICATIONS:

- CCNA & Network+ Certification – ZoomByte (2019)
- Introduction to Python – EBU (2023)
- Management Workshop – WESS (2016)

PROFESSIONAL EXPERIENCE:

Teacher of ESL: **Oct 2022 – Oct 2024**
Nasl-e-Farda high school, Kabul, Afghanistan

- Developed and implemented engaging teaching methods including game-based learning, video presentations, worksheet activities, and role-playing exercises to enhance student learning.
- Utilized digital tools such as Canvas LMS, Microsoft Word, PowerPoint and Pinterest to create and deliver instructional materials.
- Facilitated collaborative learning through group activities like word and conversation competitions, and collaborative projects to improve teamwork and communication skills.

VOLUNTEER EXPERIENCE:

Volunteer Teacher   *Feb 2019 – Jan 2021*
Smart academy & Awrang school, Kabul, Afghanistan

- Help the academic and English departments, guiding curriculum development, evaluating faculty performance, and supporting student achievement through dedicated volunteer efforts.
- Designed and conducted workshops for teachers to enhance instructional skills, for parents to support effective communication, and for students to develop study skills and time management.
- Promoted professional development and facilitated training sessions to ensure continuous improvement and excellence in education.