

SOULEMAN ROBLEH

PROFESSIONAL SUMMARY

Complex problem-solver with analytical and driven mindset. Dedicated to achieving demanding development objectives according to tight schedules while producing impeccable code.

WORK HISTORY

IT Analyst, 09/2022 to Current

Global Affairs Canada - Ottawa, ON

- Collaborate with team and colleagues to create and manage SharePoint sites, facilitating enhanced communication and collaboration within and beyond the team.
- Proficiently administer and provide technical oversight of the Clarity PPM software tool, contributing to its maintenance, optimization, and effective team utilization.
- Skillfully navigate administrative and technical tasks, including document editing, software tool configuration, and issue troubleshooting, ensuring seamless operational flow.
- Swiftly identify and resolve software glitches, maintaining uninterrupted operations.
- Act as a liaison between our team, team leads, and other departments, ensuring streamlined communication and fostering cross-functional cooperation.
- Leverage technical expertise, proactive problem-solving, and effective communication skills to excel in the intricate realm of IT infrastructure and software management.
- Demonstrate commitment to refining IT processes and enhancing efficiency, dedicated to achieving Global Affairs Canada's IT objectives through continuous improvement and a comprehensive approach.

Project Assistant , 01/2021 to 03/2022

Health Canada - Ottawa, ON

- Completed administrative duties that include; tracking the shipment of

CONTACT

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SKILLS

Programming Languages:

- Java
- SQL
- JavaScript
- COBOL

Web Development:

- HTML/CSS

Operating Systems:

- Ubuntu
- Linux
- Windows

Database Systems:

- MySQL
- PostgreSQL
- Oracle
- Microsoft SQL Server Management Studio 18
- Microsoft Access

Software Tools:

- Eclipse
- PostgreSQL
- MySQL
- VMWare Workstation
- Oracle
- MySQL Workbench

devices, updating deployment tracking spreadsheets, troubleshooting any issues that arise, and creating client templates.

- Experience with Outlook, MS Teams, Excel, and SAP
- Transferred client specific information from the government network onto new laptops for clients
- Handled employees sensitive and confidential information
- Experienced with imaging laptops from Windows 7 to Windows 10

Client Contact Center Agent, 09/2018 to 07/2019

IBM/Shared Services Canada - Ottawa, ON

- Provided excellent client service to federal employees
 - Assisted government employees on a range of inquiries from troubleshooting, technical protocols and procedures, and technical support
 - Multi-Tasking through multiple tools and software including HP Service Centre, Phoenix, CWA (Compensation Web Application), ICE, and etc.
 - Create incident reports and send them to IT support groups such INFRA and PeopleSoft Support
 - Handled employees sensitive and confidential information
 - Worked independently and as part of a team.
 - Created major incident report for outages that had a ranging effect on multiple federal buildings
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- Microsoft SQL Server Management Studio 18

- Microsoft Office

Customer Services Skills:

- Customer satisfaction
- Client rapport building
- Goal achievement

Administrative Skills:

- Shipment tracking
- Record keeping
- Incident reporting
- Inventory management

Teamwork:

- Collaborative support
- Team building
- Volunteer leadership

Interpersonal/Communication Skills:

- Client-centric problem-solving
 - Clear instruction delivery
 - Conflict resolution
 - Conveying organizational values
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EDUCATION

Diploma, Computer Programming, Expected in 12/2023

Algonquin College

My enrollment in the Computer Programming program at Algonquin College has been a transformative journey that has equipped me with a dynamic skill set essential for thriving in the IT landscape. Through rigorous coursework and hands-on projects, I have gained an in-depth understanding of programming languages such as Java and SQL, as well as operating systems like Ubuntu, Linux, and Windows. Engaging with various database systems, including MySQL, PostgreSQL, Oracle, and Microsoft SQL Server Management Studio 18, has empowered me to excel in data management and optimization.

I have honed my proficiency in essential software tools, including Eclipse, PostgreSQL, MySQL, VMWare Workstation, Oracle, MySQL

Workbench, Microsoft SQL Server Management Studio 18, and Microsoft Office. Furthermore, my studies have nurtured teamwork, effective communication, and problem-solving skills through collaborative programming projects. This educational journey has not only provided me with a solid technical foundation but also the confidence to contribute effectively to IT initiatives, making me well-prepared for a diverse range of software solution development, implementation, integration, and maintenance roles.
