

# Arham Naqvi

Oshawa, ON | [syed-a-naqvi.github.io](https://syed-a-naqvi.github.io) | [arznaq@gmail.com](mailto:arznaq@gmail.com) | 437-423-0126

## Objective & Core Competencies

Driven IT professional with proven expertise in Windows OS, Active Directory and 2+ years of combined experience in academic and government customer service settings. Seeking to leverage skills as a help desk/IT support technician.

- **Languages/Scripting:** Bash, PowerShell, Python, Java, C++
- **Operating Systems:** Linux (Arch, Debian), Windows 10/11
- **Tools/Services:** Active Directory, Exchange Clients, Microsoft 365, Git/GitHub, VSCode, Terminal

## Education & Certifications

### B.Sc. (Honours) Computer Science, Minor in Mathematics (link)

Ontario Tech University | Class of 2025

- **Graduated with Distinction:** cGPA 3.55
- **Core Subjects:** Systems Programming, Operating Systems, Databases, Full-stack Development
- **Honors:** In-Course Scholarship 2022-2023; President's List (F22, W23, F23, F24); Dean's List (W25)

### ISC2 Certified in Cybersecurity (CC)

Expected Q1 2026

- Information Security principles, risk management, network security operations, access control, incident response and business continuity planning

### MCSA: Windows Server 2016 (link)

(Legacy/Retained)

- Active Directory Certificate Services, Active Directory Domain Services, Active Directory Federation Services, Group Policy, Microsoft Windows Server 2016, Network Administration, Windows Server

### CompTIA A+ (link)

Renewed until April 2028

- Foundational expertise in computer networking, infrastructure and cloud, device troubleshooting, device repair, and Linux/Windows OS

## Professional Experience

### Customer Service Representative, Accident Support Services International Ltd.

650 Rossland Rd E, Whitby, ON | May 2022 – February 2023, August 2025 – present

- Provide **exceptional customer service** balancing empathetic listening with assertive communication while explaining reporting procedures/regulations during high pressure, emotionally challenging circumstances
- Efficiently transcribe key collision details while completing **80+ daily collision reports** and up to **3 simultaneous cases** in a high-volume, fast-paced environment
- Maintain **100% accuracy** updating the **government MTO database** via the CROMS system on **windows 10/11**
- Routinely collaborate with police and collision team to balance workload and meet reporting deadlines

### Peer Discussion Leader, STEM for Everyone

399 Chaleur Ave, Oshawa, ON | June 28th, 2024

- Led group discussions of **30+ students** from a special needs high school regarding post-secondary preparation

### Calculus 2 Teaching Assistant, Ontario Tech University

2000 Simcoe St N, Oshawa, ON | January 2024 – June 2024

- Led tutorials and office hours for **100+ students across 3 sections**
- Demonstrated leadership, public speaking, interpersonal communication skills, and mastery of complex mathematical concepts while lecturing **rooms of 30+ students** in a critical academic setting
- Leveraged Microsoft 365 to independently formulate/ weekly lessons/assessments, collaborate with faculty supervisors, maintain student records and present lessons