

# Thaer Shakhshir

Orléans, ON

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## IT Technical Support

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### Summary

Knowledgeable IT support technician with 4 - 5 years of experience assisting customers with Hardware and Software related issues. Provided rigorous 1<sup>st</sup> and 2<sup>nd</sup> Tiers technical Support to clients. Enlightened in networking principles, protocols and applications. Known for exceptional written and oral communication, time management, teamwork, and multitasking skills. Earned a Bachelor's degree in Computer Science, in addition to various professional certificates.

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### Highlights

- Linux Terminal
  - Proficient troubleshooter
  - PuTTY
  - SQL DB Management
  - Linux Desktop
  - CompTIA A+
  - FileZilla
  - HTML
  - Windows 10
  - Ticketing Systems
  - Jira
  - Python
  - Virtualization
  - hMailServer
  - QA Software testing
  - Microsoft Office Suite 365
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### Work Experience

#### Junior Support Engineer

2019 - 2020

*Unlimi-Tech Software Inc - Ottawa, Canada*

- Provided 1st and 2nd tier support to clients via Support tickets and live chat
- Provided technical solutions, fixes, updates and workarounds on Support Tickets
- Replicated customer issues in a test environment and verify resolutions prior to providing software fixes
- Identified and troubleshoot software and environmental issues and eliminated instabilities

#### Customer Service Representative (Call Center)

Jun. 2019 - Aug. 2019

*MSi Corp- Ottawa, Canada*

- Coordinated a variety of orders for new installations, moves, adds, changes, and customer win-backs
- Determined and negotiated the best solution, and chose the most appropriate procedure to follow
- Closed sales and efficiently placed orders within allotted time frames
- Adhered to call duration and scheduling requirements

#### User Support Technician

2012 - 2017

*Memorial University - St. John's, Canada*

- Managed different databases for various technical and IT needs
- Resolved technical issues relating to accounts and network printing purposes
- Provided instructions on how to use university accounts for new on-boarding students
- Tested and reported network issues to management and technical teams
- Tools: Desire to Learn (D2L)'s administrative web tools and databases

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## Education

<b>Bachelor of Science in Computer Science</b> <i>Memorial University of Newfoundland - St. John's, Canada</i>	2012 - 2018
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## Professional Development

Master the Linux Command Line (Udemy)	2020
The Complete Web Developer online course (Udemy)	2019
Microsoft Certified Professional (MCP)	2009
Microsoft Certified Systems Administrator (MCSA)	2009

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## Volunteer Experience

Software Developer - Ready for STEM <i>St. John's, Canada</i>	Jan. 2019 - Apr. 2019
Event Organizer - Young Adult Cancer Canada(YACC) <i>St. John's, Canada</i>	2018 - 2019
Exam Invigilator - International English Language Testing System <i>St. John's, Canada</i>	Nov. 2018