

Thaer Shakhshir

Orléans, ON

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System Analyst / Quality Assurance

Summary

Knowledgeable IT support technician with 4 - 5 years of experience assisting customers with Hardware and Software related issues. Provided rigorous 1st and 2nd 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.

Highlights

- Linux Terminal
 - Proficient troubleshooter
 - JavaScript
 - SQL DB Management
 - Cybersecurity
 - CompTIA A+
 - FileZilla
 - HTML
 - QA Software testing
 - Ticketing Systems
 - AWS
 - Python
 - Virtualization
 - Azure
 - Windows 10
 - Microsoft Office Suite 365
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Work Experience

Technical Support Engineer

2021 - Present

Check Point Software Technologies, Ltd. - Ottawa, Canada

- Research, diagnose, troubleshoot, and resolve customer issues in an accurate and timely manner
- Work with different systems, software, and hardware and follow fixed procedures to escalate unresolved issues
- Track and triage customer support cases and Interact with customers for analysis and resolution
- Collaborate with software engineers to help resolve problems
- Engage with the company's internal resources, knowledge base and admin guides to implement resolutions

Junior Support Engineer

2019 - 2020

Unlimi-Tech Software Inc - Ottawa, Canada

- Provided 1st and 2nd tier support to clients via Kayako ticketing software and live chat
- Consulted software guides and support portals to implement fixes and updates on Support Tickets
- Replicated customer issues in a test environment and verified resolutions to meet client expectations
- Performed QA testing and escalated bugs using Bugzilla to discuss with developers
- Identified and troubleshoot software and environmental issues by eliminating instabilities

Customer Service Representative (Call Center)

Jun. 2019 - Aug. 2019

MSi Corp- Ottawa, Canada

- Coordinated orders by phone for new Bell installations, moves, adds, changes, and customer win-backs
- Determined and negotiated the best solution, and chose the most appropriate procedure to follow
- Recorded, maintained and retrieved customer's information using Bell ticketing system and databases
- Closed sales and efficiently placed orders to meet customer satisfaction within allotted time frames
- Adhered to call duration and scheduling requirements

Education

Bachelor of Science in Computer Science <i>Memorial University- St. John's, Newfoundland</i>	2012 - 2018
Diploma in Computer Networking and Internet (Assessed by WES) <i>An-Najah National University - Nablus, Palestine</i>	2006 - 2008

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

Volunteer Experience

Ottawa Local Life Leader - Young Adult Cancer Canada(YACC) <i>Ottawa, Canada</i>	March. 2021 - Present
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