**MOHD NOMAAN AMDANI**

Email: [nomaanamdani@rogers.com](mailto:nomaanamdani@rogers.com) Toronto, Ontario, Canada

TEL: **647-517-2161**

[**https://www.linkedin.com/in/mohd-nomaan-amdani-031a4312b/**](https://www.linkedin.com/in/mohd-nomaan-amdani-031a4312b/)

**Experience**

**WORK EXPERIENCE:**

**Rogers Toronto, Canada**

**Technical Support Consultant Jan 2020 – Present**

**●** Listening to customers to gain a better understanding of their challenges and effectively troubleshoot technical issues across all business lines including: Television, Internet, Wireless Internet and Home Phone to recommend the best solutions for our customers.

● Properly identify issues that require escalation and ensure all supporting information is shared with management.

● Understanding the importance of documentation and sharing information across teams to communicate technical issues and or outages.

● Demonstrating commitment to stay up to date with work processes, policies, and company information.

● Troubleshooting of Windows and Apple operating systems and related Internet software including Internet browsers, Email clients and network configuration.

**Unique Cars Vadodara, India Business Analyst June2016 - July 2017**

**●** Retrieved raw dataset from different sources including stakeholder, direct URL and websites resources to update databases

**●** Responsible for cleansing data (structured and unstructured) from a record set, table, and database in creating data report

● Built database report in Microsoft Office Access by forming structured data table in Excel VBA and constructing SQL queries

● Gathered corporate information including expenses, budget, paper consumption, FTE (Full Time Equivalent) structure to generate a dashboard report

● Generated a visualized data report by transforming data sources and building dashboard using Tableau

● Prepared presentation material including excel data report, data analyst report and data visualization report to the vendors and stakeholders

**Technical Skills**

**Programming and Scripting Languages** : C#, Java, HTML5, Python, CSS, JavaScript

**Databases** : SQL, Oracle 10g

**Tools** : Putty, FileZilla, WinSCP

**Security** : Desktop security (anti-virus/firewall/patching/2FA authentication)

**Operating Systems** : Windows, Linux

**IDE** **:** GNU Toolchain, Eclipse, Notepad++

**Analysis & Presentation Tools** :Tableau, R, MS PowerPoint, MS Access, MS Excel

**Education**

* George Brown College, Computer Systems Technician (September 2017 – April 2019)
* Ambe School. Physics, Chemistry, Mathematics (March 2014- March 2016)

**Certifications**

* COMP TIA A+ (George Brown College) (Networking Academy ID – 49064398)
* Oracle Database 10g (National Institute of Information Technology)
* An Introduction to Interactive Programming in Python (Coursera) (Credential ID TZ6MNHZHWJ)