Zeinab Mohamed

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https://github.com/ZeynixTech

Professional Summary

IT Support enthusiast with hands-on experience in troubleshooting, system administration, networking, and database management. Skilled at resolving technical issues, optimizing system performance, and delivering exceptional user support. Eager to apply technical expertise to kickstart a professional IT support career.

Key Skills

- Windows Server & Active Directory Management
- Networking (TCP/IP, DNS/DHCP, Network Troubleshooting)
- Cloud & Containers (AWS, Docker, Virtualization)
- Database Administration (SQL, PostgreSQL)
- Hardware & Software Troubleshooting
- Customer Support & Communication

Professional Experience

Student Tour Guide Ambassador | Seneca Polytechnic
January 2025 – Present

- Guided prospective students and visitors, effectively communicating technical campus resources and facilities.
- Enhanced visitor experience by providing clear explanations and personalized support, boosting campus engagement.
- Collaborated with staff to streamline tour operations, improving efficiency and attendee satisfaction.

IT Support | Sacredsap Exports Limited
January 2023 – March 2024

- Resolved hardware, software, and network issues, improving system uptime and employee productivity.
- Maintained Windows and Linux systems, ensuring secure and efficient operations.
- Configured network devices and managed user accounts in Active Directory, enhancing security and access control.
- Assisted in deploying new IT solutions, streamlining workflow, and reducing technical delays.

Projects

System Administration & Optimization
- Managed virtual environments and configured servers to optimize performance and reliability.
- Implemented automated scripts, reducing manual maintenance tasks and improving operational efficiency.

Linux Configuration & Network Services
- Deployed and managed Linux servers, configured network services, and ensured system security.
- Streamlined server setups for faster deployment and easier maintenance.

Full-Stack Web Application
- Built web applications with SQL/PostgreSQL databases, improving data accessibility and user experience.
- Integrated modern web technologies to enhance functionality and reliability.

Networking & Security
- Designed and configured network infrastructure, improving connectivity and security.
- Implemented troubleshooting procedures that reduced downtime and network errors.

Education & Certifications

Postgraduate Certificate – Business Information Technology   01/2025 – Present
Seneca Polytechnic, Toronto, ON

Certifications:

- Google IT Support Professional Certificate
- Certified Digital Literacy Training
- LinkedIn Learning: Communication & Leadership