Arezou Sakhizada

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519-697-8241

**SKILLS:**

* Microsoft Office Proficient/Customer Service

**EXPERIENCE:**

**London, Ontario**

* **Fanshawe College Student Union:** Helpdesk/Office Admin (Dec 2017 – Aug 2017)
* Responsible for keeping all incoming correspondence organized and getting faculty mail into the proper mailboxes
* Assisted in maintaining student research materials and helping students to find specific research materials for projects outlined by faculty.
* Responsible for doing basic maintenance on all office equipment and utilizing the equipment for faculty and students.
* Responsible for keeping photocopier log and making sure copier had supplies
* **Fanshawe College IT Support:** IT Service Desk (Sep 2017 – Aug 2018)
* Resolve end-user IT issues, such as password reset, software questions, PC hardware problems, Internet connectivity, configurations, etc.
* Provide one-on-one end-user support and problem resolution via telephone, email, and other vehicles of communication.
* Perform in-person, on-site repairs of PC desktop hardware, printers, and other peripherals.
* Diagnose and resolve minor network issues (e.g., LAN access).
* Accurately log work orders/IT tickets and resolutions into IT software management system; maintain vigilant maintenance of this process.
* Prioritize work orders/IT tickets according to severity.
* **Canada Life Insurance:** Junior Software Developer (Sep 2018 – Dec 2018)
* Collaborate/communicate with senior developers to identify software requirements
* Assisted in the development/maintenance of custom enterprise resource planning system
* Code/test packaged software to ensure strong functionality and optimization
* **Shepherd Gourmet and Dairy:** Junior Software Developer (May 2019 – Aug 2019)
* **Elocity Tech Inc:** Software Developer (May 2020 – Nov 2021)
* Fullstack developer for the CPMS website that monitors logistics for EV’s.
* **Logit Group:** Market Research Associate (Dec 2020 – May 2022)

**EDUCATION:**

**Fanshawe College:** Computer Programmer Analyst – CPA **(Advanced Diploma)**