

463 GERRARD STREET EAST ♦ TORONTO, ON ♦ M5A 2H1
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Haroon Monsif

SUMMARY OF QULAIFICATIONS

- ♦ 8+ years experience in solving software related issues
- ♦ Trained co-workers for various software applications
- ♦ Exceeded technical skills developing various team projects at Centennial College
- ♦ Knowledgeable in software development, hardware and networks
- ♦ Developed strong service oriented customer relation skills
- ♦ Skilled at identifying problems and providing the required assistance to a diverse clientele

TECHNICAL SKILLS

- ♦ Programming Languages: C#, Java/EE/Android, Python, XML, SAS, ASP.net, JavaScript, HTML5, XHTML, PHP, JSON, AJAX, JQuery, CSS
- ♦ Frameworks: : .NET, JSF, J2EE, Apache Struts, Bootstrap, SharePoint
- ♦ API: Servlets, EJB, Java Naming and Directory Interface (JNDI), Google, REST
- ♦ Databases: MS SQL Server, MS SQL, Oracle 11g, Microsoft Access
- ♦ Development Tools: MS Visual Studio 2010, Eclipse, Android Studio, SAS OnDemand, Microsoft Web Expression 4, Photoshop CS5/6, MS Visual Paradigm, Pivotal Tracker
- ♦ Servers:: Windows Server 2003/2008, WebSphere, Apache Tomcat, JBoss
- ♦ Networking MS Exchange Server, XenApp Citrix, Windows Active Directory, Windows Server 2003/2008
- ♦ Applications: MS Office, VMware, Lotus Notes, MS Project, Open Office, CRM (Maximizer), Crystal Reports
- ♦ Operating Systems: Windows NT/2000/XP/Vista/Windows 7, UNIX

RELATED WORK EXPERIENCE

IT Specialist (Co-op Term)

Canadian Breast Cancer Foundation
Toronto, ON (January 2013, May 2013)

SA Engineering and Provisioning:

- ◆ Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.
- ◆ Plan, coordinate, and implement network security measures in order to protect data, software, and hardware.
- ◆ Develop and maintain installation and configuration procedures.
- ◆ Research new technology, and implement it or recommend its implementation.
- ◆ Research and recommend innovative, and where possible automated approaches for system administration tasks.
- ◆ Maintain an inventory of parts for emergency repairs.
- ◆ Assist in the organization and inventory of all hardware and software resources.
- ◆ Contributed to and maintain system standard.

Operations and Support:

- ◆ Perform on-site and remote technical support.
- ◆ Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- ◆ Configure, and test computer hardware, networking software and operating system software.
- ◆ Perform regular security monitoring to identify any possible intrusions.
- ◆ Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- ◆ Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate system and network requirements.
- ◆ Perform regular file archival and purge as necessary.
- ◆ Create, change, and delete user accounts per request.
- ◆ Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues.
- ◆ Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
- ◆ Coordinate with vendors and with company personnel in order to facilitate purchases.

Maintenance:

- ◆ Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.

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◆ RELATED WORK EXPERIENCE (CONTINUED)

- ◆ Upgrade and configure system software that supports GIS infrastructure applications or Asset Management applications per project or operational needs.
- ◆ Maintain operational, configuration, or other procedures.
- ◆ Monitor network performance in order to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
- ◆ Perform periodic performance reporting to support capacity planning.
- ◆ Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- ◆ Maintain data center environmental and monitoring equipments.

Training and Development:

- ◆ Conducted I.T orientation for staff members locally and across the regions.
- ◆ Provided one-on-one training I.T related training to maximize employee productivity.

Senior Technology Officer (Co-op Work Term)

Investment Administration Solutions
Toronto, ON (December 2011- August 2012)

- ◆ Installed and assembled Servers in Data Center Environment
- ◆ Performed Remote desktop activity for configuring various Applications
- ◆ Installed Microsoft Applications on different Virtual Machines
- ◆ Trouble shoot and resolved various Virtual Machines issues
- ◆ Accomplished the back up of Virtual machine (PHD Virtual)
- ◆ Configured Virtual Machine backup and maintenance Window
- ◆ Updated server and workstations
- ◆ Installed and Configured Windows XP/Vista/7
- ◆ Installed and configured Network drives on Work stations
- ◆ Performed updating Company procedures and work instructions
- ◆ Trouble shoot and maintenance of Xerox, DELL and other printers
- ◆ Trained Accounting Coop Staff for various Computer Applications
- ◆ Constructed and Updated Company's Website
- ◆ Trained Junior IT officer on Various IT procedures and tasks
- ◆ Created Tutorials and procedures for Accounting Staff members

NDMC Deployment & Completion Clerk

TELUS
Calgary, AB (August 2008 – December 2008)

- ◆ Worked with Application such as LYNX, SRM, WORKBENCH, & SIMS
- ◆ Analyzed, and assessed critical trouble tickets to Field Technicians
- ◆ Provided internal Customer Service
- ◆ Guided Network technicians regarding technicality of trouble tickets

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◆ RELATED WORK EXPERIENCE (CONTINUED)

- ◆ Provided high priority technical issues to Field Manager and Area Supervisor
- ◆ Carried out assigned tasks professionally, and helped out as needed

OTHER WORK EXPERIENCE

Assistant Manager

McDonalds Restaurants Canada
Toronto, ON/ Calgary, AB (June 2003 – Present)

- ◆ Restaurant Management
- ◆ Sales Trend Analysis
- ◆ Customer Relation Management
- ◆ Trained & development of new and existing Managers
- ◆ Coaching and Development.
- ◆ Hiring and Orientation.
- ◆ Restaurant System Management
- ◆ Performed wage/performance review for staff
- ◆ Shift Management
- ◆ System Administration
- ◆ Hardware System Analyst
- ◆ Event organizer
- ◆ Created and administrated crew scheduling
- ◆ Inventory Management/Brower Order
- ◆ Restaurant Overall Maintenance
- ◆ Safety and Security Management
- ◆ Food Safety Specialist
- ◆ Managing the overall P&L
- ◆ Managing Shift in a high volume environment.
- ◆ Administered and implemented the overall maintenance of the restaurant

ADDITIONAL SKILLS & QUALIFICATIONS

- ◆ Microsoft .NET Framework 4, Web Applications Development
Microsoft
- ◆ Microsoft .NET Framework 4, Windows Applications Development
Microsoft
- ◆ Windows Server 2008 R2, Server Virtualization
Microsoft
- ◆ Programming in HTML5 with JavaScript and CSS3
Microsoft
- ◆ A+ compTIA
compTIA
- ◆ EMP (Effective Management Practices)
McDonalds Restaurants Canada
- ◆ SMC (Shift Management Certification)
McDonalds Restaurants Canada

EDUCATION

Software Engineering Technology (Co-op) Program Centennial College
Toronto, ON (January 2011 – Present)

Academic Projects

- ◆ **TakeMyNotes** – Android App using Java, SQLite and Eclipse IDE
- ◆ **NewsPoint** – Android App using Java and Eclipse IDE
- ◆ **StudentInfo** – WCF (Windows Communication Foundation Application using C#, Microsoft SQL Server and .NET Framework
- ◆ **ElectronicShop** – .NET Application using C#, Microsoft SQL Server And Visual Studio 2010
- ◆ **StudentRegistration** – Windows Form Application using C#, MS SQL And Visual Studio 2010

Related Courses:

- ◆ Programming I, II, III
- ◆ Java EE
- ◆ Web Interface Design
- ◆ Emerging Technologies
- ◆ Networking Technologies
- ◆ IT Project Management
- ◆ UNIX/Linux
- ◆ Wireless Programming
- ◆ Object Oriented Software Engineering
- ◆ Software Development Project I/II
- ◆ Java
- ◆ Software Engineering Methodology
- ◆ Advanced Web Applications
- ◆ System Integration
- ◆ Advance Database Concepts
- ◆ Software Testing and QA
- ◆ Software Security
- ◆ Data Warehousing and Data Mining