**Neel Ahir**

[neelahir16@gmail.com](mailto:neelahir16@gmail.com) || +1 (548) 577-2614 || Brampton, ON L6X 5R4

**PROFESSIONAL SUMMARY**

Adaptable and tech-savvy Customer Support & IT Specialist with a strong foundation in software engineering and a passion for providing exceptional customer experiences. Proven ability to troubleshoot hardware/software issues, communicate effectively, and support users with empathy and professionalism. Eager to bring technical expertise and a customer-first attitude to a fast-paced support role.

**CORE SKILLS**

* **Customer Service & Technical Support:** Phone, chat, and email support | Troubleshooting hardware/software | User guidance
* **Technical Tools & Technologies:** Windows, Linux, iOS/macOS familiarity, Microsoft Office, SQL, Java, Visual Studio Code, Eclipse
* **Soft Skills:** Active listening, empathy, problem-solving, multitasking, adaptability
* **Communication:** Strong verbal and written English skills | User education and documentation

**EDUCATION**

**Computer Systems Technicians – Software Engineering** Jan 2023 – Apr 2024

Sheridan College, ON

**Key Courses:** Object-Oriented Programming (Java), Network Security, Systems Development, Database Management

**CERTIFICATIONS**

* **Microsoft Windows System & User Administration Fundamentals**  
  Completed: October 2024

**WORK EXPERIENCE**

**Technical Support & Customer Assistance (Academic & Volunteer Experience)**   
*Sheridan College / Peer Support / Community Projects* May 2023 – Apr 2024

* Provided informal technical support to peers and instructors by troubleshooting laptops, software issues, and system access problems.
* Helped students set up networks, recover data, and navigate academic systems with patience and step-by-step guidance.
* Assisted users with basic hardware and software installations, configuration, and system updates.
* Demonstrated strong problem-solving by resolving issues with operating systems (Windows, macOS) and mobile devices.
* Practiced effective communication and active listening during support sessions—ensuring users felt heard and respected.
* Gained hands-on experience using Microsoft Office, Zoom, and educational platforms while maintaining professionalism.