

# **ALI DAHCHE**

## **Software Support**

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### **OBJECTIVE**

With 8 months of practical experience at Septodont, I am equipped with enhanced technical skills and a proven track record in supporting IT initiatives. I am passionate about providing effective solutions and exceptional service as an IT technician, driven by a commitment to continuous learning and professional development.

### **SUMMARY OF SKILLS**

- Utilized technical expertise and problem-solving skills in supporting IT operations during my 8-month tenure as an IT technician.
- Practical knowledge in providing technical support and troubleshooting issues effectively.
- Skilled in using SCCM, image processing, and Autopilot for efficient device deployment and management in enterprise environments.
- Attention to detail and a willingness to learn, with strong customer service skills developed through co-op experience in IT and as a butcher.
- Hands-on experience with Active Directory, Azure, Intune, Microsoft Admin Center, and Exchange Admin Center.

### **IT Technician Intern**

Septodont / Novocol Pharma

**January 2024 to August 2024**  
**Cambridge, ON**

- Provide technical support and troubleshooting for hardware, and software, ensuring minimal downtime.
- Manage user accounts and permissions, ensuring security protocols are followed and access is appropriately granted.
- Document and track issues and resolutions using Fresh Service to maintain accurate records and improve service delivery.
- Ensure GMP compliance while providing IT support across departments.

- Collaborate with the IT team to develop and implement technology solutions that improve efficiency and productivity.
- Develop and monitor security metrics to ensure ~~effective IT security measures~~

## **WORK EXPERIENCE**

### **Butcher**

**September 2021 to December 2022**

Samir Supermarket

**Hamilton, ON**

- Provided exceptional customer service by assisting customers in selecting meat cuts and ensuring satisfaction with their purchases.
- Implemented efficient inventory management strategies, reducing excess stock by %15 while maintaining consistent product availability for customers.

## **EDUCATION**

### **Software Support**

**January 2023 to Present**

Mohawk College

**Hamilton, ON**

- Successfully completed the third semester of a two-year diploma program.
- Completed a course in Introduction to Networking, gaining foundational knowledge in Active Directory.
- Expected to graduate with a Software Support diploma from Mohawk College in December 2024.
- Applied theoretical system analysis concepts to practical scenarios, demonstrating proficiency in analyzing and solving real world IT problems.

## **TECHNICAL SKILLS**

- Security tool: Hands-on experience with CyberArk for privileged access management
- Endpoint Protection: Hands-on experience with Sophos and CrowdStrike for endpoint security
- IT Asset Management: IT Assemb (FreshService)
- Remote Support: Proficient in using GoTo Resolve and Teams software
- Software Administration: Managed user creation and license assignment in software portals for Bluebeam and Adobe
- Microsoft Office Suite
- System Administration: Windows, Linux, MacOS