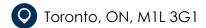
Ahmed Saeed

IT Specialist



647 609 7873

arafa282@gmail.com

Skilled Technologist with experience configuring computers, servers and peripheral devices to work within established company and security parameters. Adept at managing permissions, filters and file sharing. Devoted troubleshooter with deep understanding of system architecture and diagnostics.



Skills

SQL

Amazon Web Services (AWS) Integration

Python

Quality Assurance Testing

Technical Support

Troubleshooting And Diagnostics

System Administration

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Work History

IT Specialist

E.V.K. Logistics Inc., Markham, ON

- Configured hardware, devices and software to set up work stations for employees.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Patched software and installed new versions to eliminate security problems and protect data.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Performed server backups and changed and replaced backup tapes daily.

Delivery Associate

Amazon, Markham, ON

 Kept detailed records of sales, payments and completed or in-progress deliveries.

2019-01 - Current

2018-01 - 2019-01

- Managed customer service issues with professionalism and analytical approaches to maintain satisfaction and promote continued brand loyalty.
- Accurately recorded delivery, payment and route information using Amazon Flex.



Education

2015-09 - 2017-05

Associate of Applied Science: Computer Science
Northern Virginia Community College - Alexandria, VA



Languages



English



Arabic





Certifications

2020-06

AWS Certified Solutions Architect