




Ahmed Saeed

IT Specialist

 Toronto, ON, M1L 3G1

 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

- Amazon Web Services (AWS) Integration ● ● ● ● ● ●
- Python ● ● ● ● ● ●
- Quality Assurance Testing ● ● ● ● ● ●
- Technical Support ● ● ● ● ● ●
- SQL ● ● ● ● ● ●
- Troubleshooting And Diagnostics ● ● ● ● ● ●
- System Administration ● ● ● ● ● ●



Work History

2019-01 - Current

- **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.

2018-01 - 2019-01

- **Delivery Associate**
Amazon, Markham, ON
 - Kept detailed records of sales, payments and completed or in-progress deliveries.

- 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