Reza Zare

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SUMMARY OF QUALIFICATIONS

Bilingual IT support professional with 6+ years of experience providing technical assistance across Windows, macOS, and Linux environments. Skilled in diagnosing hardware/software issues, managing IT assets, and resolving service tickets in fast-paced, multi-platform settings. Proven ability to communicate technical concepts to non-technical users and support system reliability through Active Directory, remote access tools, and scripting. Adept at collaborating with cross-functional teams to improve workflows and enhance user satisfaction.

EXPERIENCE

✓ IT Bilingual Support Specialist | YM Inc, Montreal, QC, Canada | 06/2023 – Present

- Act as a primary point of contact for technical support, managing and resolving a wide range of tickets for Windows, macOS, and Microsoft Office applications with speed and accuracy.
- Deliver high-quality, bilingual support to end users, demonstrating strong problem-solving skills and a professional, customer-focused approach.
- Maintain detailed records of technical issues, resolutions, and follow-ups using LabTech ticketing system, ensuring accountability and knowledge sharing across the team.
- Lead the staging, configuration, and deployment of PCs and Macs in line with company standards, security protocols, and user requirements.
- Utilize Active Directory to manage user accounts, reset credentials, and apply group policies for secure and efficient system access.
- Collaborate with team members to optimize internal support processes, contributing to overall service quality and system reliability.

HARD SKILLS

- **Web Support:** Python, HTML, CSS, JS, PHP (for troubleshooting/debugging only)
- **Operating Systems:** Windows, Linux and macOS
- **Technical Support:** Troubleshooting, Remote Access (VPN, VirtualBox), MFA, User Management, Permissions
- **Scripting & Tools:** PowerShell, Git Bash, Command Line
- **Database:** MySQL – basic administration, querying
- **Ticketing Systems:** Octopus, LabTech, Jira
- **IT Administration:** Active Directory, File Systems, Partitioning, Network Basics
- **Other Tools:** Familiarity with VPN, Remote Connection, and Virtual Machines

EDUCATION

✓ Master of Science: Computer Science | Bishop's University | Sherbrooke, QC, Canada | 04/2023

- **Graduate Teaching Assistant:** SQL assignment and project grading for a graduate-level database course
- **Workshop Instructor:** a workshop on data analysis with Pandas and NumPy
- **Relevant Coursework:** Data Mining, Software Engineering, Machine Learning, Statistical Learning, Deep Learning, Artificial Intelligence, Database Design, Image Analysis, Programming for Data Analysis

✓ Bachelor of Science: Software Engineering | Azad University | Bandar Abbas, HO, Iran | 12/2014

PROFESSIONAL CERTIFICATES

✓ IT Help Desk Technician | Bishop's University, QC, Canada | 05/2022 – 04/2023

- Provided technical support to students, staff, and faculty via email, video calls, and phone, resolving hardware, software, and classroom tech issues.
- Managed service requests using the Octopus ticketing system, ensuring prompt and efficient resolution.
- Troubleshot network connectivity issues (Ethernet and Wi-Fi), performing diagnostics and cable checks.
- Assisted with password resets and guided users through Multi-Factor Authentication (MFA) setup and configuration.

✓ Computer Science Help Center | Bishop's University, QC, Canada | 01/2023 - 05/2023

- Supported students with Python assignments and basic debugging, helping them understand programming logic and fix code errors.
- Provided peer-level technical assistance and stayed current with tools like Pandas and NumPy to offer up-to-date guidance.

✓ IT Help Desk | Pardis Company, Tehran, Iran | 04/2014 – 03/2016

- Responded promptly to user support requests, providing first-level technical assistance and guiding users through standard troubleshooting steps.
- Communicated complex technical issues in simple, user-friendly language, supporting individuals from diverse departments and varying technical backgrounds.
- Conducted on-site visits to client and partner locations to resolve basic hardware and software issues efficiently and professionally.

- **Google** | IT Support | 2023
- **Google** | IT Automation with Python | 2023
- **Google** | Crash Course On Python | 2023
- **Google** | Crash Course On Git/Github | 2023

LANGUAGES

- **Persian:** Native Language
- **English:** Bilingual Proficiency
- **French:** Working Proficiency
- **Spanish:** Limited Proficiency