

# AHMED SABRY AHMED

B.sc in Computer Science

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## PROFESSIONAL SUMMARY

Aspiring Data Analyst and Software Developer with a background in IT infrastructure and automation in healthcare environments. Experienced in collecting, cleaning, and analyzing operational data to support business decisions and improve system efficiency. Skilled in Python, SQL, Excel, Power BI, and automation scripting. Strong foundation in bridging IT operations with data workflows through version control, API development, and reporting tools.

## TECHNICAL SKILLS

**Data Analytics:** SQL, Excel, Power BI, Tableau, R, Tidyverse, Pandas, Matplotlib

**Scripting:** PowerShell, Batch, Bash, VBA

**IT & Systems:** Intune, SCCM, Active Directory, Exchange Admin Center, Citrix Workspace, ServiceNow

**Frameworks & Libraries:** Pandas, FastAPI, REST APIs, OpenAI Gym

**Programming:** Python, R, SQL, Java, HTML/CSS

**Platforms:** Windows, Linux, MacOS, Azure, O365

## PROFESSIONAL EXPERIENCE

### Desktop Support Analyst

*St. Joseph's Healthcare – Hamilton, ON | June 2024 – Present*

- Deployed an internal Git server using **Gitea**, **MySQL**, and **Ubuntu** to centralize script management and improve automation version control.
- Built a **PowerShell + Excel** pipeline to clean **AD** user data, automate Ricoh-to-HP address book migration for 200+ printers, and audit security groups and shared mailboxes, improving data integrity and reducing manual work.
- Developed a **FastAPI** service to extract **CSV** files from **SFTP** and load into **SQL**, enabling **dashboard** access and real-time reporting.
- Consolidated multi-site printer data into an **Access database**, improving asset tracking and reporting efficiency.
- Automated user login scripts and network drive mapping using **Python**, **PowerShell**, and **Tinkerer UI**, standardizing device configuration across teams.
- Provided Tier 2 support across all St. Joe's locations using **ServiceNow**, **Cisco ISE**, **SCCM**, and **Intune**, and supported hybrid Exchange environments and lab software in collaboration with Hamilton Health Sciences.

### Deployment Technician

*Microserve – Vancouver Island, BC | May 2023 – May 2024*

- Deployed and configured 1,000+ desktops across hospitals, ensuring compliance with healthcare IT standards.
- Automated imaging using batch scripts, reducing deployment time and ensuring consistency across devices.
- Maintained endpoint stability and performed updates across clinical and administrative units.

### Software Developer Intern

*Nasser Bin Khalid Co – Doha, Qatar | Summer 2019*

- Built a desktop shipping management system using Java Swing — digitized paper workflows and improved logistics tracking.
- Migrated development to Git version control — enhanced team collaboration and code history tracking.

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## PROJECTS

**GTA Highway Collision Analysis** – Used Python (Pandas), SQL, and Tableau to clean and analyze Ontario traffic data; visualized high-risk zones and time-based collision trends.

**Document Search Engine** – Built a structured document retrieval tool using Python and basic NLP for keyword-based filtering and fast lookups.

**Remote Desktop Web Tool** – Developed a lightweight Python web app to launch RDP sessions, streamlining internal IT access for support staff.

**Reinforcement Learning Car** – Trained an autonomous vehicle in a simulation using OpenAI Gym and Python, navigating obstacles through RL algorithms.

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## CERTIFICATIONS

- **Google Data Analytics Professional Certificate** – 2025  
*Topics: SQL, R, data cleaning, visualization, case studies (Tableau, Power BI)*
- **Stanford Online – Supervised Machine Learning** – 2023  
*Regression, classification, loss functions, model evaluation*

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## EDUCATION

### **Bachelor of Science – Computer Science**

*University of Victoria, 2019 – 2023*

Relevant Coursework: Data Mining, Artificial Intelligence, Data Structures, Database Systems, Networking, Operating Systems

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## SOFT SKILLS:

Problem Solving, Communication, Documentation, Process Optimization, Pattern recognition, Fast learner, Client Support

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## LANGUAGES & VOLUNTEERING

**Languages:** English (Fluent), Arabic (Native)

**Volunteering:** AV Coordinator, University of Victoria MSA & Islamic Relief Canada (2021–2023)