

# AHMED SHLEIBIK

Calgary, AB · ashleibik@gmail.com · (825) 288-6351 · [linkedin.com/in/shleibik](https://www.linkedin.com/in/shleibik) · [github.com/ashleibik](https://github.com/ashleibik)

## SUMMARY

---

Motivated junior software development student with a strong interest in information systems and cybersecurity. Experienced in help desk operations, desktop support, customer service, and administrative work. Skilled at troubleshooting technical issues, configuring systems, securing and managing user access, and keeping accurate records. A fast learner who works well under pressure, communicates clearly, and stays organized while handling multiple priorities.

## TECHNICAL SKILLS

---

**Operating Systems:** Windows, macOS, Linux

**Networking:** TCP/IP, DNS, DHCP, Wireshark

**IT Tools:** Jira, ServiceNow, SAP, CRM, Microsoft Office Suite

**Hardware/Software:** Troubleshooting PCs, laptops, gaming consoles; Imaging & configuring systems

**Programming:** Python scripting, HTML, CSS, Java, JavaScript

**IT Infrastructure:** Servers, virtualization, system administration

**Auditing:** IT security audits, compliance checks, system monitoring

**Other:** POS systems, inventory management

## EXPERIENCE

---

### Operation Specialist (SAP) – Loblaw Companies | Calgary, AB (Sep 2024 – Present)

- Led a receiving team of 5–10, ensuring accurate processing of 1,000+ inventory items daily.
- Supported colleagues with SAP workflows, troubleshooting issues to improve system efficiency.
- Partnered with logistics teams to streamline operations and enhance overall performance.

### Desktop Support Intern – Aspire Tech | Reading, UK (Jan 2023 – Sep 2023)

- Resolved 10+ daily support tickets (hardware, software, network).
- Imaged, configured, and updated Windows/macOS systems.
- Maintained troubleshooting documentation and escalated complex cases.

## PROJECTS

---

- Outlook Email Automation Tool: Developed a Python tool that connects to Microsoft Outlook, automatically downloads attachments, organizes them by sender, and logs details (date, subject, filename) into a CSV file.
- Home IT Lab Setup: Built virtualized Windows & Linux networks using VirtualBox/VMware; practiced troubleshooting and automation in Python.
- Personal Portfolio Website.
- Custom PC Builds & Repairs: Built PCs, repaired laptops, serviced PlayStations, and performed advanced Windows troubleshooting.

## EDUCATION

---

Diploma, Software Development – SAIT, Calgary, AB (Expected 2026)

LEAP Program – Mount Royal University, Calgary, AB

English Language Certificate – ELC Reading, UK

## CERTIFICATIONS

---

Certified Ethical Hacker (CEH) – In Progress

Google Cybersecurity Professional Certificate

Technical Support Fundamentals (Google)

Connect & Protect: Networks & Network Security (Google)

IT and AWS cloud Certificate (AWS)

## VOLUNTEER

---

- Event Volunteer – FIRST Robotics Canada (Sep 2022 – Jun 2023)
- Organized competitions, managed registration, and provided on-site troubleshooting.