

Avril Rahman

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EDUCATION

Ted Rogers School of Management – Toronto Metropolitan University

Toronto, Canada

Bachelor of Commerce – Business Technology Management Co-op

Sept 2021 - Present

- **Honours:** TMU Entrance Scholarship, Top 10% Engaged Student Reward, WITM WeDesignTech Hackathon Achievement
- **Key Coursework:** Cloud Computing, Information Systems Security and Privacy, IT Infrastructure, Business Intelligence and Analytics
- **Technical skills:** Azure AD, Python, SQL, Power BI, MS 365 Admin Portals, MS 365 Suite, Windows 10/11, Wireshark, Intune, ITSM, AWS/GCP/Azure, Networking, UML, PowerShell, BPMN

Chung-Ang University – Exchange Program

Seoul, South Korea

Bachelor of Commerce – Business Administration

March 2024 – June 2024

EXPERIENCE

Google Developer Student Club TMU

Toronto, Ontario

Sponsorship Associate

September 2024 – Present

- Responsible for securing and maintaining relationships with sponsors for the club's events. Working alongside the VP of Sponsor to conduct research and identifying potential sponsors.
- Currently collaborating with the team to organize and execute a hackathon, focusing on event planning, participant engagement, and technical logistics.

Tridel

North York, Ontario

IT Experience Consultant + Helpdesk Technician

May 2023 – December 2023

- Offered prompt technical support to 500+ end-users via phone, chat, email, and in-person, resolving 200+ ticket issues efficiently to minimize downtime and ensure smooth operations.
- Diagnosed and resolved hardware, software, and network issues by using cybersecurity practices, effective troubleshooting techniques, ensuring minimal disruption to workflow and productivity.
- Created and maintained comprehensive documentation of knowledge-base articles, troubleshooting steps, and frequently encountered issues, facilitating knowledge sharing and improving team efficiency.
- Utilized Power BI to analyze and visualize IT support data, enabling the identification of trends, performance metrics, and areas for improvement. Facilitated Power BI learning and knowledge sharing sessions for the IT Team.
- Developed IT instructional content and practical tips for the Tridel weekly newsletter, enhancing user knowledge. Produced engaging video tutorials using AI software, Synthesia.

Amina Market Place

Toronto, Ontario

Assistant Business Developer and Data Management

September 2021 - February 2022

- Carried out research, and executed different strategies to source products, defining quality products, and help choosing suppliers, using Excel to organize and analyze business data and sales.
- Developed sales forecasting dashboards for internal stakeholders to assist in strategic business decision making.

SPECIAL PROJECTS

Microsoft x CIBC Digital Financial Skills Accelerator

Toronto, Ontario

Cybersecurity Analyst Stream

January 2023 – April 2023

- Learned about cybersecurity and IT challenges across cloud-based and Microsoft services through exclusive access to Microsoft learning material.
- Successfully passed Microsoft Certified: Security, Compliance, and Identity Fundamentals certificate.
- Opportunities to network with CIBC and Microsoft employees and case competitions to apply knowledge in industry relevant topics.

Microsoft Cloud and AI Summer Business Accelerator Program

Toronto, Ontario

Participant

Summer 2022

- Learned how to work with Azure and the Cloud through the aid of Program Coordinators at the Business Career Hub. Completed two Microsoft exams (AI-900 and AZ-900) successfully.
- Participated in a Microsoft AI project, focusing on health initiatives in accelerating medical research to advance prevention, diagnoses, and treatment of diseases, global health insights, and health equity.
 - o Team created a prototype health app that uses AI to diagnose symptoms visually. App also offers virtual appointments with various doctors and has a health store to purchase medicine.

TECHNICAL WORKSHOPS AND CERTIFICATIONS

Microsoft Certified: Azure AI Fundamentals, Microsoft Certified: Azure Fundamentals, Microsoft Certified: Security, Compliance, and Identity Fundamentals, Power BI, Power Platform, Power of Excel: Business Fundamentals, Accenture Consultant Program Completion