**Dorsa Mohammadi**

Toronto, ON

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**OBJECTIVE:**

Seeking the position IT Technician at Shimano Canada Ltd., leveraging my advanced diploma in Computer Programming and Analysis, along with my diverse professional experience in customer service, bookkeeping, and tutoring to enhance operational efficiency and IT infrastructure support.

**HIGHLIGHTS OF QUALIFICATIONS:**

* Studying Computer Programming and Analysis at George Brown College, focusing on programming, database management, and cyber security.
* Successfully completed group projects, demonstrating effective teamwork.
* Proven track record of providing exceptional customer service and operational support within fast-paced environments.
* Experienced in bookkeeping and resource management with strong and analytical abilities.
* Effective communicator and team player, with experience in both online and in-person tutoring, capable of explaining complex concepts in an understandable manner.
* Proficient in utilizing computer systems, software, and digital tools to streamline operations and enhance customer engagement.

**TECHNICAL SKILLS:**

* **Programming languages and Scripting:** Proficient in Java, Python, JavaScript.
* **Web Development:** Solid foundation in HTML, CSS, full-stack development.
* **Database Management:** Skilled in using SQL for database management and development.
* **Network Essentials:** Understanding of TCP/IP protocol, network configuration, and cybersecurity principles from courses such as Network Essentials and Introduction to Cyber Security.
* **Software development methodologies:** Experienced with Microsoft Office Suite, Visual Studio Code, Git for version control, and Docker for containerization.
* **Project Management:** Knowledge of Agile Software Development and DevOps principles, acquired through Capstone Projects and coursework in Agile Software Development and DevOps.

**EDUCATION:**  
**Computer Programming and Analysis**, **Advanced Diploma Sep 2022 – April 2025  
George Brown College** - Casa Loma Campus, Toronto, Ontario

GPA:3.98

**PROFESSIONAL EXPERIENCE:**

**Bookkeeper October 2023 - Present**   
**ETS R & D (Research & Development),** Scarborough, ON,

* Manage comprehensive staff records, enhancing accuracy and confidentiality while collaborating effectively with the accounting department.
* Streamline procurement processes, improving operational efficiency and resource management.

**Academic Tutor September 2023 - Present**  
**George Brown College**, Toronto, ON

* Conduct online tutoring sessions for a variety of courses, utilizing digital tools to provide tailored support.
* Enhance students’ understanding and mastery of course content through effective and engaging teaching methods.

**Customer Service and Inspecter July 2023 - Present**  
**Couture Custom Cleaners**, Toronto, ON

* Deliver outstanding customer service, ensuring a positive experience with each interaction.
* Manage phone-based inquiries and appointments, maintaining high customer satisfaction and operational efficiency.
* Perform meticulous inspection and tagging of clothes, ensuring quality control.

**Online and In-Person Tutor February 2023 - Present**  
**Superprof,** Toronto, ON

* Provide exceptional tutoring services in math and solving Rubik’s cube, adapting to both online and in-person formats.
* Ensure prompt and clear communication with clients, meeting their educational needs effectively.

**VOLUNTEER EXPERIENCE:**

**Orientation CoordinatorDec 2023**

**George Brown College**, Toronto, ON

* Facilitated technology workshops for new students, providing guidance on essential software and hardware used in academic programs, ensuring a smooth transition to the college's IT environment.
* Collaborated with the IT department to troubleshoot and resolve technical issues during orientation events, enhancing the overall efficiency of the orientation process.

**Volunteer Staff Nov 2023**

**INNOVATIVE TORONTO**, Toronto, ON

* Coordinated logistical and technical aspects of event setup and management, ensuring seamless integration of IT resources and contributing significantly to the event's success through meticulous planning and execution.

**Interests:**

* Creative writing
* Badminton
* Traveling
* E-learning
* Culture exchange