## EBTISAM (SAM) ABDULKALIQ

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## RICHMOND HILL, ON, L4C 2T4

**IT Technical Support**

Combination of technical skills and transferrable skills:

Object oriented design - JavaScript -SQL –C# - Java – UNIX / LUNIX

Good communicator - Critical thinker - Customer service - Client-oriented

* Currently enrolled in Software Engineering Technology Diploma at Centennial College
* Knowledge in installing and troubleshooting desktop/laptop hardware and peripherals.
* Trained in Visual studio ML, WFP, and WFA.
* Knowledge in web applications development (front and back end), database administration, system analysis and software testing
* Excellent customer service and interpersonal skills
* Excellent team player and productive as an individual
* Dedicated and ambitious to overachieve
* Highly organized and adaptable to various environments, settings, and changes
* Ability to multitask
* Proficient with Windows, Mac, and Microsoft Word
* Open availability
* Fluent in English and Arabic

**TECHNICAL SKILLS**

**Programming languages:**

**Softwares:**

## EDUCATION:

**SOFTWARE ENGINEERING TECHNOLOGY**  2020 – 2023

Centennial College. Toronto, ON Canada (City, Province/Country)

*Relevant courses:* ( up to 8 courses)

#### Centennial College

SEP 2020 – Current

Software Engineering Technology

## WORK EXPERIENCE:

#### API {Alarm Station Operators} Toronto, ON

2019 - 2020

Respond to incoming alarm signals in a prompt and efficient manner, ensuring excellent response time.

Followed district protocols in handling and resolving disciplinary issues.

Responded quickly to concerns regarding community from prospective and current residents.

Responded quickly to medical emergencies to promote best health outcomes.

Delivered an exceptional level of service to each customer by listening to concerns and answering questions.

Determines which course of action should be taken based on customer needs and follows established

procedures and guidelines.

#### Subway Restaurant {Casher} Vaughan, ON

2017–2018

Maintained high productivity by efficiently processing cash, credit, debit, and voucher program payments for customers.

Welcomed customers who arrive at the cash counter and entered their purchases on the POS System.

Troubleshot and resolved issues with cash registers and card scanners.

Worked closely with front-end staff to assist customers.

Organized and maintained both physical and digital payment.

#### STC {Call center} Saudi Arabia, Riyadh

2015 – 2017

Collected customer feedback and recommended procedural or product changes to enhance future service delivery.

Boosted productivity by maintaining strong call control and quickly working through scripts to address diverse problems.

Delivered fast, friendly, and knowledgeable service for routine questions and service complaints.

Prepared, completed, and processed customer account forms and database changes.

Consulted with customers to determine best methods to resolve service and billing issues.

Explained key information regarding products and services to customers to encourage informed decision-making.