

# **MHD HOSAM ALEMAM**

14423 104 Ave NW, Edmonton, AB

(825) 777-7089 | Hosam70890@gmail.com

Languages: English, Arabic

## **Professional Summary**

Motivated and detail-oriented Computer Support Technician with a strong foundation in computer hardware, software, and networking. Skilled in troubleshooting, diagnostics, customer service, and help desk operations. Adept at supporting both Microsoft and Apple systems with a commitment to delivering efficient and high-quality technical solutions.

## **Core Skills**

- Hardware Installation & Troubleshooting
- Windows OS, Microsoft Office Suite
- Basic Networking (LAN/WAN, Devices)
- Technical Support & Help Desk
- Client-Focused Service & Communication
- Computer Optimization & Security
- Inventory & Equipment Management
- Fluent in English and Arabic

## **Education**

Cyber Security Specialist & Computer Support Technician Diploma

CDI College - Edmonton, AB

June 2021 - March 2023

- 100-hour practicum included
- Courses: A+, Network+, Windows OS, Career Strategies, PC Maintenance, Device Configuration

Adult Learning Program

Nova Scotia Community College - Halifax, NS

September 2018 - October 2019

High School Diploma

Dartmouth High School - Dartmouth, NS

April 2017 - May 2018

## **Professional Experience**

IT Technician

ICT Solution - Slave Lake, AB

August 2023 - April 2024

- Diagnosed, repaired, and replaced hardware components
- Installed/upgraded software and provided training
- Maintained inventory of equipment
- Delivered exceptional customer support and technical assistance

Dispatcher

Bora Towing Ltd - Edmonton, AB

March 2024 - August 2024

- Coordinated job assignments and scheduled drivers
- Maintained communication between clients and drivers

Computer Technician / Sales

Zain Tech Center

September 2009 - August 2015

- Upgraded hardware/software, improved performance

- Troubleshoot systems, removed malware, configured networks
- Installed, set up, and maintained PCs and peripheral devices
- Provided technical support and explained systems clearly to clients

## **Additional Experience**

Delivery Driver

DT Tire - Edmonton, AB

June 2021 - December 2022

Delivery Driver

CanWest Ltd - Edmonton, AB

September 2020 - January 2021

Sales Associate - Menswear

Hudson's Bay Company

November 2018 - November 2020

Landscaper / Gardener

Edmonds Landscape

January 2018 - August 2018

Dishwasher

Italian Market

August 2017 - January 2018

## **References**

Available upon request.