

HAMZA NAJIM

IT Support Specialist

Ottawa, ON • 613-880-7076 • Hamza.najim@gmail.com • www.linkedin.com/in/hamza-najim

SUMMARY

Bilingual IT Support Specialist with over 6 years of experience providing responsive technical support across hardware, software, mobile devices, and network systems. Skilled in remote troubleshooting, user account management (including password resets and user provisioning), and contributing to knowledge bases. Experienced in enterprise environments using tools like ServiceNow, AirWatch, Splunk, PuTTY, and Cisco DNA Center. Comfortable supporting mobile technologies and handling incident resolution with a client-focused approach.

TECHNICAL EXPERTISE

- Proficient in troubleshooting hardware, software, and network-related issues.
- Service Desk & Support Tools: ServiceNow (ticket management), AirWatch (mobile device management), Splunk (network monitoring), Cisco DNA Center
- Account Management: Active Directory, user provisioning, password resets, secure token management
- Operating Systems & Software: Windows OS, Microsoft Office 365 (including Exchange, Teams, SharePoint, Visio, MS Project)
- Networking & Remote Access: VPN, RDP, PuTTY (remote troubleshooting for self-checkouts and peripherals)
- Hardware Support: Mobile devices (iPads), self-checkouts, pin pads, printers, gas dispensers, Suzo cash recyclers
- Programming & Scripting: Python, SQL, PHP, JavaScript, C#, C++
- Databases & Reporting: MySQL, Oracle, SQL Server, Tableau, SAP BW-BI
- Framework & Processes: ITIL principles, ticket tracking, escalation, and SLA management
- Languages: English, French, Arabic.

EDUCATION

- **Bachelor's degree in Software and Web Development** 9/2015 – 7/2016
from Ecole Normal Superior (ENS); Beni Mellal, Morocco
- **Higher Technical in Software Development** 9/2010 – 8/2012
from The Specialized Institute of Applied Technology (OFPPT ISTA); Beni Mellal, Morocco

PROFESSIONAL EXPERIENCE

Costco Wholesale Canada 1/2024 – Current

Technical Support

- Provide phone, in-person, and remote support for hardware, software, and network issues, including mobile devices and peripherals.
- Manage user accounts by handling password resets, new account creations, and secure token administration for mobile technologies.
- Use PuTTY to remote into self-checkouts to reload configurations, troubleshoot, and replace pin pads.
- Track and update hardware and software inventories, assist with asset management, and maintain user tombstone data.
- Monitor systems and network performance using Splunk and Cisco DNA Center.
- Troubleshoot gas dispensers and Suzo cash recyclers directly on-site.
- Document all interactions in ServiceNow, escalate tickets as needed, and ensure timely resolution to meet SLAs.
- Contribute to the team knowledge base, creating helpful guides and FAQs.

Technical Support Assistant

- Provided technical assistance to end-users, troubleshooting hardware and software issues.
- Installed and configured software applications and operating systems.
- Assisted in the setup and maintenance of company networks and servers.
- Conducted hardware and software inventory management.
- Collaborated with vendors to procure IT equipment and software licenses.
- Assisted in the development and implementation of IT security policies.
- Assisted in the execution of data backups and recovery processes.
- Participated in on-call rotation for after-hours support as needed.

Sellable SARL2/2021 - 10/2022

Software developer (Part-time)

- Designed technical specifications and plans to translate project requirements into actionable documents.
- Developed, tested, and documented new software releases and application upgrades.
- Installed and integrated new software in accordance with established procedures.
- Managed small development projects, analysing feasibility, costs, and compatibility with hardware and software.
- Evaluated software options, custom versus off-the-shelf, to make cost-effective recommendations aligned with client requirements.

Global online Solutions1/2017 – 12/2017

Software Project manager

- Supervised and trained software developers, providing resources needed for success.
- Monitored and tracked project progress to support timely completion.
- Collaborated with VP of sales to create digital marketing designs.
- Led the design and development of technical solutions, resulting in increased efficiency and cost reduction.
- Successfully managed small development projects, ensuring they were completed within established timelines and budgets.
- Provided training and support to end users, raising their proficiency in software usage.
- Evaluated software options and made recommendations for cost-effective and operationally appropriate solutions.

LANGUAGES

- English: Professional Working Proficiency
- French: Professional Working Proficiency
- Arabic: Native or Bilingual Proficiency