

Professional Summary

Results-oriented System Administrator with superior problem-solving and critical thinking skills. Skilled in tackling problems in unique ways to develop innovative solutions. Consistently recognized by superiors and peers for knowledge and expertise.

Work History

Hub International - System Administrator

Toronto, ON

04/2021 - Current

- Install and configure software and hardware
- Manage users, computers and network devices on the network server
- Troubleshoot outages and VPN connection problems
- Improve technical documentation and IT policies

Apple, Inc - Senior Apple Technician

Hamilton, ON

01/2019 - 10/2020

- Mac OS server and IOS hardware proficiency
- Implemented, developed and tested installation and update of file servers, print servers and application servers in different departments.
- Worked with Apple customers to understand needs and provide excellent service.
- Promoted to senior advisor level and offered highest level technical support and trained support personnel to provide Tier I support to end users

Ontario Power Generation - Computer Engineering Intern

Pickering, ON

09/2016 - 04/2017

- Analyzed existing SQL queries to identify opportunities for improvements.
- Developed custom database software that stored procedures
- Update and maintain department website

hassanthe123@gmail.com

647 572 2082

Hamilton, ON L9C6M3

Skills

- Active Directory
- DNS & DHCP
- Installing and configuring Window Server update services
- On premises & Cloud Virtualization
- Red Hat Linux Enterprise

- Network Troubleshooting
- System backup & upgrades
- JavaScript & C programming
- Relational Database: PostgreSQL, MySQL
- Non Relational Database: MongoDB
- Microsoft 365 Suit
- Software diagnosis
- Customer service expert

Education

06/2019

McMaster University

Hamilton, ON

Bachelor of Science: Computer Engineering