HA

Hassan Abdulle

# 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*

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Hamilton, ON L9C6M3

# Skills

* Active Directory
* DNS & DHCP
* Installing and configuring Window Server update services
* On premises & Cloud Virtualization
* Red Hat Linux Enterprise
* 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
* Network Troubleshooting
* System backup & upgrades
* JavaScript & C programming
* Relational Database: PostgreSQL, MySQL
* Non Relational Database: MongoDB
* Microsoft 365 Suit
* Software diagnosis
* Customer service expert

## 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

# Education

06/2019

## McMaster University

Hamilton, ON

Bachelor of Science: Computer Engineering