

Firas Alhadad
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Summary

Experienced Service Desk Technician with a proven track record in the information technology services industry and database Management. Proficient in Software Installation, Networking, and Troubleshooting.

Database and Technical Skills:

Database Management:

- Familiar with RDBMS, including hands-on experience with SQL.

IT Management Systems:

- Skilled in using JIRA and GLPI for efficient management Processes.

Networking and Telecommunication Skills:

- TCP/IP and LAN/WAN
- VPN, HTTP, FTP, DNS, DHCP
- IPV4, IPV6, Wireless Technology, Network Security

Programming Languages:

- Java, JavaScript, HTML.

Additional Applications:

- Microsoft Office Suite, Microsoft Excel
- Cisco Packet Tracer, Adobe Group
- Microsoft Active Directory

Operating Systems:

- Windows, Azure, MAC OS/IOS.

Soft Skills:

- Problem-solving
- Planning and Organizational Skills
- Written and Verbal Communication
- Coaching, Adaptability
- Interpersonal Skills
- Multitasking, Competing Priorities
- Multilingual (English, French)
- Communication: written and verbal communication skills.

Professional Development

Data engineer

Jarvis, Montreal

Feb 2024– Until Now

Engaged as a Data Engineer at Jarvis, I am actively involved in the software engineering domain, employing cutting-edge technologies and methodologies to drive innovation and optimize data solutions. My responsibilities include designing, implementing, and maintaining robust data pipelines, ensuring the reliability, scalability, and efficiency of data processing workflows. Collaborating closely with cross-functional teams, I contribute to the development of data-driven solutions, leveraging my expertise to deliver impactful insights and drive business growth.

IT Technician

GlobalStep, Montreal

Mar 2023– Until Now

- **User Support:** Assisted users with computer and network issues through calls, chats, and self-service tickets.
- **Database Support:** Assisted in troubleshooting database-related issues using SQL and other relevant tools.
- **Troubleshooting and Support:** Handled both Level 1 and Level 2 tech issues using the Redmine Ticketing System, documenting, resolving, and escalating as needed.
- **Setup and Configuration:** Prepared computers with firm-approved software and settings, and built PCs as needed.
- **Security and Accounts:** Maintained computer security and managed user accounts.
- **Customer Service:** Provided excellent service, incorporating user feedback for improvements.
- **Inventory Management:** Utilized GLPI system to manage hardware and track inventory.
- **Documentation:** Maintained accurate records of technical assignments.
- **Testing and Deployment:** Ensured new tech was thoroughly tested before full deployment.
- **Management Systems:** Utilized Jira software for efficient management processes.
- **IP and MAC Address Management:** Assigned and configured IP addresses for devices on the network. Understood and managed unique hardware addresses (MAC addresses) and maintained accurate records of IP and MAC assignments.
- **Basic Network Setup:** Assisted in setting up devices within the network, ensuring proper IP and MAC configurations.

Full-Time Student

Computers & Information Tech

McGill University, Montreal

Mar 2019 – Jun 2023

- Completed a comprehensive curriculum covering various IT domains and Database Design.
- Material covered during the study; we went through (Web Services-Web Development-Networking Fundamentals-Operating Systems Admin-Programming Techniques 1-Programming Techniques 2-Information System Security-Data Structures & Algorithms-Mobile Application Development-Database Design & Bus App Dev).

Help Desk Support

AL Accad Group of company, Dubai

Jan 2017– Feb 2019

- Troubleshoot and resolve Level 1 support issues from various support channels (phone calls, chats, self-service tickets);
- Database Support: Resolved Level 1 support issues related to databases and documented solutions.

- Document and maintain accurate up-to-date information for all incoming phone calls, self-service tickets, and walk-ins, using ticket management software.
- Respond, research, resolve, assign, and escalate end-user requests, via the ITSM ticketing system (ServiceNow).
- Set up desktops and laptops with firm-provided images, and configure the user profile which includes the installation of appropriate software, etc.
- Using feedback from customers to improve problem-solving techniques and customer service.
- Administration of user accounts, network shares, and print servers via Microsoft Active Directory.
- Addressing end users' needs and providing customer service excellence.
- Assist with asset management and inventory tracking as required.

Administrative Support Coordinator

Mar 2010– Dec 2016

Organic Foods and Cafe – Dubai

- Prepare source data for computer entry by compiling and sorting information and establishing entry priorities.
- Reviewed data for deficiencies, resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.
- Secure the information by completing database backups.
- Work within the established document control system and programs to ensure that project information is accurate,
- Provided day-to-day document backup.
- Ensuring that data information is organized, worked closely with other project team leaders to ensure documentation accuracy.

Education

Diploma in Information Technology, Computer Science

McGill University, Montreal

Diploma in Proficiency -English for Professional Communication

McGill University, Montreal

Language:

English: Fluent.

French: Intermediate Proficiency.

Additional Information:

Continuous Learning: Committed to staying updated on new technologies through self-learning and professional development.

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References are available on request.