

**Firas Alhadad**  
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## Summary

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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:

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### 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

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### 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

Mar 2019 – Jun 2023

McGill University, Montreal

- 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

Jan 2017– Feb 2019

AL Accad Group of company, Dubai

- 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**

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**Diploma in Information Technology, Computer Science**

McGill University, Montreal

**Diploma in Proficiency -English for Professional Communication**

McGill University, Montreal

## **Language:**

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**English:** Fluent.

**French:** Intermediate Proficiency.

## **Additional Information:**

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

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References are available on request.