Elmahdi Harchi

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Professional Summary

Technical Support Specialist with strong troubleshooting skills and customer service experience. Proficient in hardware diagnostics, software configuration, and IT systems maintenance. Seeking a Help Desk Technician position to leverage technical knowledge and problem-solving skills.

Education

College La Cité   **2024 − 2025**
DEC in Computer Programming   *Ottawa, Canada*

Ibn Tofail University   **2021 − 2023**
DEUG in Computer Science   *Morocco*

Skills

Technical Support: Hardware Troubleshooting, Software Configuration, Network Diagnostics, Remote Assistance
Operating Systems: Windows (7/10/11), macOS, Linux (Ubuntu), iOS, Android
IT Tools: Active Directory, Remote Desktop, VPN, Ticketing Systems, Antivirus Software
Programming: HTML, CSS, JavaScript, Python (Basic), PowerShell Scripting
Other: Customer Service, Technical Documentation, Asset Management, IT Security

Experience

Technical Support Representative   **2025**
Call Center   *Ottawa, Canada*

- Diagnosed and resolved 50+ daily hardware, software, and network issues with 95% first-call resolution rate
- Provided remote troubleshooting for Windows and Mac OS systems, reducing escalation tickets by 15%
- Documented solutions in knowledge base and utilized ticketing system to manage issues per SLA requirements

IT Assistant (Part-time)   **2024 − 2025**
College La Cité   *Ottawa, Canada*

- Assisted with computer lab maintenance, including software installation, updates, and basic hardware repairs
- Provided technical support to students and faculty for campus network access and software applications
- Maintained inventory of IT equipment and peripherals using asset management software

Projects

Help Desk Knowledge Base System   **HTML, CSS, JavaScript, MySQL**

- Developed an internal knowledge base web application to document common technical issues and solutions
- Created searchable database of troubleshooting guides and implemented user authentication system

PC Repair Workshop   **Hardware Diagnostics, System Maintenance**

- Participated in computer hardware repair workshop, diagnosing and fixing common hardware failures
- Performed system maintenance including component replacement, OS installation, and data recovery

Certifications

Career Essentials in Data Analysis   **Microsoft and LinkedIn**

Career Essentials in Software Development   **Microsoft and LinkedIn**

Microsoft Azure AI Essentials Professional Certificate   **Microsoft**

Docker Foundations Professional Certificate

Career Essentials in Generative AI, What is Generative AI   **LinkedIn**