

Fahad Murtaza

Education

Thompson Rivers University,
Kamloops, BC

**Dual Degree Program - Bachelor of Computer Science &
Bachelor of Business Administration**

09/2014 – 04/2020

Sir John Franklin High School,
Yellowknife, NT

High School Diploma

June 2014

Work History

Gateway Mechanical Services- **Junior Systems Analyst**

Edmonton, Alberta

05/2018 - 08/2018

- Communicated effectively to provide IT support remotely, via telephone, e-mail and /or in-person for operating systems, employee timesheet software, and a variety of other application used internally in the company to assure proper functionality
- Independently investigated and implemented solutions to level 1 technical issues. These included issues such as users unable to login, recovering unsaved documents, and technical issues or crashing of operating systems
- Participated in the planning and implementation of new project, including a new ticketing system setup with the company for all employees to notify IT with issues and have them resolved efficiently.
- Used Active Directory to edit, update, and create new user accounts for employees.
- Prioritized and managed several active tasks, by working on side projects, e.g. implementing and testing the new ticketing system while ensuring daily tasks.

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867-446-4181

#110, 14808 125 Street NW

Edmonton, Alberta

Skills

Programming

- HTML5 - CSS – JavaScript – MYSQL
PHP
 - Developed a fully functional, multimedia web site with audio, video, and applets

Applications and OS

- Window 7, 8, 10 – Mac OS
- Microsoft Office suite – Word, Excel, PowerPoint, Access
- IntelliJ – Android Studio
- Axure RP 8
 - Worked on various projects and assignments for required degree courses.
- Oracle - SQL Developer
 - Worked on various assignments and Final project for required courses

Valard Construction - **Service Desk Analyst – COOP Student**
Edmonton, Alberta
01/2017 – 08/2017

- Configured, repaired, installed and provided support for various operating systems, software's, computers, servers, scanners, printers, and desktop applications to ensure smooth IT operations throughout the company
- Worked in maintaining, updating and creating new documentation, large data sets including instructional documentation accessible for users and inventory tracking documents of all hardware and software licenses registered to the company
- Collaborated with central support teams for additional learning and new task assignments

The Source - **Sales Associate**
Yellowknife, Northwest Territories
03/2013 – 08/2014

- Customer service – Communicated effectively to assist with customer's needs in purchasing or resolving issues with the company products
- Research & Technical Knowledge – Learned product Specifications via Vendor Sites like Sony, Samsung, and Apple to help recommend products according to customer needs
- Team player – Helped new employees with training and settling in the work environment.
- Team success – Contributed by helping other employees in achieving targets set by the store manager, e.g. selling a target number of company products
- Trustworthy & accurate – Followed implemented guidelines for operating with opening and closing store and the cash register deposit drop-offs

REFERENCES

Sukriti Aurora PMP
IT Manager
Phone: 780-218-2434

Dr. Park, Andrew
Associate Professor
Phone: 250-828-5053
Email: apark@tru.ca

Project Experience

SilverServers Inc,
Facial Detection System
Kamloops BC
09/2019 – 11/ 2019

- HTML, CSS, and JavaScript, MySQL
 - Designed and implemented interface a web page for admins to control, and or have various abilities within the scope of the project.
- Team Player
 - Worked alongside other team members with weekly deadlines of tasks to fulfill the project overall requirements.
- Held regular meetings with clients for confirmation and valued feedback of all listed requirements to create the project according to the client's needs.
- Great final product with a satisfied client, project currently active at SilverServers Kamloops