

MIFTHA UDDIN SYED

15 Vicora Linkway North York, ON M3C 1A7 | (647)-208-6552 | Msyed111@my.centennialcollege.ca | [LinkedIn](#)

PROFILE

Motivated and detail-oriented Computer Systems Technology – Networking student with hands-on experience in network configuration, technical support, and cloud computing. Proven ability to troubleshoot hardware and software issues. Passionate about implementing innovative IT solutions and contributing technical expertise to dynamic IT teams.

EDUCATION

Post-secondary Diploma in Computer Systems Technology – Networking
Centennial College of Applied Arts and Technology, Toronto, ON

Jan 2024 – Present

SOFT SKILLS

- Problem-Solving & Analytical Thinking
- Team Collaboration & Communication
- Excellent communication and customer service skills
- Independent & Self-Motivated

TECHNICAL SKILLS

- **Operating Systems:** Windows Server, UNIX/Linux (Ubuntu LTS).
- **Cloud Computing:** Virtualization (VMware, Hyper-V), AWS, Azure.
- **Networking:** TCP/IP, VLANs, VPNs, Firewalls, Active Directory (AD).
- **IT Support & Security:** JIRA Ticket Management, Microsoft 365, Cybersecurity Principles, Access Control.
- **Programming & Automation:** Python, Shell Scripting, ERP Tools, SharePoint.

WORK EXPERIENCE

IT Co-op Student | ASH IT Consulting Incorporated, Toronto, ON
May 2025 – December 2025 (Two Work Terms)

- Delivered technical support for computer hardware, mobile devices, printers, and software-related issues.
- Assisted with the installation, configuration, and testing of hardware and IT equipment in professional environments.
- Supported end-users with Microsoft Office, ERP systems, VPN access, and SharePoint to maintain operational efficiency.
- Managed and tracked IT support tickets from intake to resolution, ensuring timely follow-up and clear user communication.
- Collaborated on software and hardware upgrades while documenting procedures and IT best practices.
- Contributed to IT improvement initiatives while maintaining confidentiality and professional standards.

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PROJECT

Accessibility Testing and Implementation

- Performed WCAG 2.1 AA accessibility audits using Axe, WAVE, and manual keyboard/screen reader testing.
- Evaluated Elementor-based WordPress pages for semantic structure, alt text, and accessibility compliance
- Implemented accessibility and on-page SEO improvements aligned with WCAG and best practices

CERTIFICATE: Web Accessibility Test and Implementation