

# Mustafa Faqiry

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Detail-oriented IT support professional with experience in troubleshooting, device setup, and user assistance. Skilled in resolving technical issues and leveraging tools like ServiceNow to ensure seamless IT operations.

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## Highlights of Qualifications

- Over 2 years of experience in IT support, troubleshooting hardware, software, and network issues.
- Skilled in configuring desktops, laptops, mobile devices, and maintaining peripherals.
- Proficient in networking tasks, including setting up VPN connections and supporting network configurations.
- Experienced with ServiceNow and other ticketing systems for tracking and managing IT requests.
- Strong communication skills for explaining technical concepts to non-technical users.
- Collaborative team player focused on continuous IT process improvement.

## Skills

- Networking Skills: Internet Protocol Suite (TCP/IP), Network Design, Computer Networking
  - Technical Expertise: Technical Support, Problem-Solving, Customer Support
  - Soft Skills: Effective Communication, Customer Experience Enhancement, Multitasking, Time Management
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## Education

### Computer Technology/Computer Systems Technology

George Brown College continuing education

Expected Completions: 12/2025

### Google IT Support Professional Certificate

Completed: March 05, 2024

### JavaScript Algorithms and Data Structures

Completed: Oct 2024

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## Experience

### Information Technology Support Technician

Top Sell Canada, Toronto, ON

03/2023 - 08/2024

- Resolved 200+ hardware, software, and network issues, ensuring minimal downtime.
- Configured and upgraded over 50 computer systems to enhance operational efficiency.
- Assisted with maintaining IT infrastructure, ensuring smooth operation of all devices and networks
- Monitored system performance and identified areas for improvement
- Managed 20+ help desk tickets daily using ServiceNow, ensuring timely issue resolution.
- Conducted regular system backups, improving IT infrastructure reliability by 15%.
- Documented IT procedures and provided training to staff on software and hardware usage

### Restaurant team coordinator

Toronto, ON

01/2023 - Present

- Delivered exceptional service to 100+ guests daily, fostering a welcoming atmosphere.
- Managed cash flow and coordinated team efforts for smooth customer service operations.
- Demonstrated multitasking skills and maintained composure under pressure.
- Fostered a positive, welcoming atmosphere for customers and team members.