

5790 Fleming St, Vancouver, BC. V5P 3G3.

✉ noorahmad-noor@outlook.com

🌐 <https://www.credly.com/users/noorahmad-noor2021>

Professional Summary

11+ years of experience in IT support and in-depth understanding of IT Infrastructure, particularly Servers, Storage, Network (Cisco, MikroTike, and Cyberoam Technology), and Security in Microsoft Windows Server/ Linux Operating System.

Qualified IT certified Expert who communicates well with clients, co workers, and supervisors. Interested in getting results and ensuring a great customer experience for each client. Detail oriented self-starter with demonstrated success in initiating, tracking, reporting, and closing IT projects with minimal direct supervision.

- **Bachelor's** Degree in computer science.
- Professional IT **Online certifications**: Microsoft 365/ Teams, ITILv3, EHCE, MCSE 2012/ 2016, MCSA 2012/ 2016, MCITP, CCNA, CCNP, CompTIA A+ and CompTIA Network+.
- **Strong knowledge** of Server Upgradation/ Migrations, Data Center Design, Deployment (MTD, WDS, AOMEI Backupper, and SCCM), Wired and Wireless Network, TCP/IP, Active Directory, Storage, DFS, Group Policy, Hyper-V, IPAM, SDN, VPN, Container, Fail-over Clustering, DR, Exchange Server, IIS Web/ FTP, SCSM, Office 365, and Azure.
- Troubleshooting IT infrastructure (Cloud, LAN, WAN, and VPN), Windows/ Linux/ Mac environment, End-user supports with strong IT service management skills.
- Excellent communication skills, always a team player and interesting to learn new things in IT.
- Familiar with ticketing system/ help desk tools e.g., Service-now, Avanti/ Heat, Log-me-In, and Dameware.
- Web Technology: Domain registration, Web hosting, Web design "HTML, CSS, JavaScript, and WordPress".
- Multilingual: English, Pashto, Persian, Dari, Hindi and Urdu.

Work Experience

IT Help Desk Analyst II/ SharePoint Administrator

Mar 2021 – Present

Ballard Power System | Burnaby, BC.

- Manage daily operational activities, respond to service requests, incidents, and support end users.
- Manage, maintain, upgrade, and provide support for system infrastructure.
- Provide technical support of both hardware and software deployed in the environment.
- Identify and escalate technical issues related to Windows10, MS Team, SharePoint, MS Office, Azure AD, One Drive, VPN, Cisco Phone, Mobility, Network TCP/IP and Microsoft 365 services with thorough follow-up.
- User and Group Management, Create, Departing and HR related changes in Active directory, Exchange Server, and Oracle.
- Create technical and operational documentation of day-to-day processes to create operational run books for the team.
- Image deployment, and various software installation expertise for Desktop, Laptop and Microsoft Surface.
- SharePoint Site administration and maintenance.

IT Support Analyst (Contract)

Oct 2020 – Feb 2021

CompuCom | Langley, BC.

- Delivered exceptional customer service as the face of the company Technology includes, Office 365, Intune, End Point Manager, Azure AD, windows 10, Team and One Drive.
- Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including off-site repair for remote users as needed.
- Install, configure, test, maintain, monitor, and troubleshoot end user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, software, and other products in order to deliver required desktop service levels. And Daily, weekly, and monthly backup of servers.
- Receive and respond to incoming calls, tickets and/or work orders regarding desktop/ Laptop problems.

- Solving a broad range of day-to-day onsite technical issues on network infrastructure and internal desktop systems and prepared reports for analysis of product failure trends and service issues.

IT Operation Support (Contract)

Apr 2020 – Aug 2020

DCS Technologies Inc. | Surrey, BC – Canada.

- Provided tier 1/2 support for IT requests (remotely/ on-site), end user training/ troubleshoot hardware and software problems.
- Maintained, configured, troubleshoot end user workstation and peripherals, and administer the use of LAN, WAN, network, and computer.
- Installed, maintained, troubleshoot/ upgrade software/Hardware and server (Active Directory, WDS, IIS FTP and Web, System update, patches, and configuration).
- Installed of POS, Biometric Attendance, PC, Printers, Switches/ Routers, and Access Point for customers and perform proper installation of cables, Operating system, and other appropriate software's.
- Image deployment, Installing/ Upgrading Windows7 to Windows10, and Desktop support/ Troubleshooting Windows7-10.
- Provide advice and training the users in response to identified difficulties in Hardware and Software.

IT Manager (Permanent)

Dec 2016 – Nov 2019

National Bank of Pakistan | Kabul, Afghanistan

- Plan, organize, control, and evaluate IT data operations.
- Design, develop, implement, and coordinate systems, policies, and IT Procedures.
- Act in alignment with user need and system functionality to contribute to organizational policy
- Provided technical support (Phone, remote, email, and desk-side) for national bank end-users issues, included but not limited Windows/ Microsoft Office, CBS (Server/ Clients), and other related software's as well as backup/ helped other Tier-2, and Tier3 IT team in H.O and Branches offices.
- Install, configure, set-up and support the IT Core infrastructure included but not limited: Servers, Storage, Network (Routers/ Switches, Access Point, SOHO, PBX phone, CCTV, Rack, Firewall), desktop, laptop, MAC, Windows server 2016, Windows 7/10, Linux, MAC OS and other required software's by the bank.
- Active Directory user's management, document and troubleshoot the issue related to LAN/ WAN connectivity, VPN, desktop/ Laptop, printers, scanners, fingerprint readers, and mobile devices.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- IT hardware procurement (quoting, PO, receiving, reconciliation, billing, etc.), and Led support team as level-three supervisor helped average of 100+ users.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Implemented the Core Banking System and coordinating the project with CBS software vendor and NBP Management community.
- Image deployment & upgrading Windows7 to 10 and troubleshooting of Hardware's and Software's.

Senior IT Officer (Contract)

Mar 2016 – Nov 2016

USAID/ USWDP | Nangarhar, Afghanistan

- Performed all IT administration related tasks (Maintenance, Installation, & Configuration of different devices, Printers, Access Point, Routers, Computer, Ms. Outlook, and Office 365).
- Patched software and installed new versions to eliminate security problems and protect data
- Configured hardware, devices, and software to set up workstations for employees
- Planned, Prepared, Organized and Promoted computer lessons for USWDP project targeted senior students.
- Prepared training materials and delivering computer training hardware and software i.e. Microsoft Windows, MS. Office 2016, Adobe Photoshop, and Networking to Nangarhar university students.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

IT Instructor (Part-Time)**Mar 2016 – Nov 2016**

American University of Afghanistan | Nangahar, Afghanistan

- Teaches the one or more of the IT certifications courses i.e. ICDL, MOS, CompTIA A+, CompTIA Network+, MCSA 2016, MCSE 2012, CCNA and CCNP for the professional development Institute (PDI) of the American University of Afghanistan.

IT Specialist (Contract)**Jul 2014 – Aug 2015**

USAID/ DAI | Kabul, Afghanistan

- Local network maintenance and installation i.e. Cabling, Hubs, Switches, Access Points, and NIC configuration TCP/IP, NAT, TCP/IP printing.
- WAN connectivity and maintenance i.e. Internet connection and services, Point to Point, WAMAX and devices configuration and maintenance.
- Client computer hardware and application installation, configuration, and maintenance i.e. Laptops, Desktops, Windows 7, Windows 8, Office 2010, Lotus Notes and other email clients, and Kaspersky Antivirus.
- Regular backup of all server data on the daily, weekly, and monthly basis.

IT Manager (Contract)**Mar 2011 – Jun 2014**

BES organization | Kabul, Afghanistan

- Managed of all IT issues in BES Organization main office and sub offices as well as Supervision of field offices computer and network issues.
- Troubleshoot and maintenance of systems and IT equipment, for smooth running all needed IT operations.
- Preparing the lecture for IT professional.
- Setup IT equipment for employee uses, performed or ensuring proper installation of network cables, operating systems, and appropriate software.
- Updated software and hardware as necessary and directed by BES Organization Director.

Education**Diploma in Software and Web Development****Nov 2021– Present**

Academy of Learning Career College | Vancouver, BC.

BSc Computer Science | Networking**Sep 2010 – Sep 2014**

Maiwand Institute of Higher Education | Kabul Afghanistan.