

# Noorahmad Hatami

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## EDUCATION

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**Highschool Diploma**, J Clarke Richardson, Ajax, Ontario

2012 –2015

**Software Engineering Technology** Centennial College

2022 – Present

- Web Dev and C# Specialization
- Finished 2 Semesters

## About me

Dedicated and accurate worker who excels at performing any tasks handed to him, especially proficient in computer skills and hands on work. Eager to learn and able to pick things up quickly. Committed to delivering high performance and remarkable results. Possess extensive analytical skills, strong attention to detail and a significant ability to work in team environments.

## PROFESSIONAL EXPERIENCE

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**IOS/Mac+ AppleCare Tech Support** Transcom Worldwide, Toronto, Ontario

2021– 2022

- Provided basic and advanced IT support services, troubleshooting and system operations for all Apple Products
- Handled 30+ calls daily while averaging above a 90% customer satisfaction performance
- Developed communication, patience, leadership, quality management, and troubleshooting skills to ensure customer needs were met.

**Prep Cook** Gala Cuisine, Manassas VA, USA

2019-2021

- Coordinate with Head Chef to ensure all prep and catering needs are met.
- Quality check, prep and cook food on a weekly basis for over 3000 guests.
- Demonstrated attention to detail skills by coordinating with banquet captains, banquet managers and wedding planners

**Line Cook** Swiss Chalet/Harveys, Toronto, Ontario

2017-2018

- Performed Daily preparation and cooking of food on the line while coordinating with expeditors to ensure customers experience and satisfaction are met
- Inspected, cleaned food preparation areas and equipment to health standards.

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**General Laborer** Plastifab Ajax, Ajax Ontario

Summer 2016

- Demonstrated ability to work with Senior Management and Machine Operators to determine quality production and invoice completions.
- Package finished products and prepared them for outbound shipment
- Complete production reports to communicate team production level to upper management

## Interests

- Stocks
  - Sports
  - Gaming
  - Technology, Computer building and troubleshooting
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