

OSAMA HUSSEIN

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PROFESSIONAL PROFILE

- Obtained a bachelor's degree in Computer Science, A+ certification, and Google Cybersecurity certificate
- Strong analytical and problem-solving skills applied to both technical challenges and operational improvements
- Passionate and curious about technology, IT support, networking, and cybersecurity
- Constantly obtaining certifications for development and continuous learning
- Excellent communication and interpersonal skills, can build meaningful and trusting relationships
- Outstanding organizational and time management skills, can perform multiple duties simultaneously
- Accurate, detail oriented, and timely when handling technical tasks and documentation
- Enthusiastic team player, effective when collaborating, and works well with minimal supervision
- Adaptable to new and changing situations, comfortable working with and serving diverse populations
- Excels in challenging and fast paced environments while remaining focused and respectful
- Proven decision-making abilities, will react appropriately and quickly to resolve problems professionally
- Adheres to the established protocols and procedures to promote a safe and efficient workplace

TECHNICAL SKILLS

APPLICATIONS: Microsoft Office suite, Office 365, Word, Excel, PowerPoint, Power BI, Microsoft 365, Intune, ISIM, ServiceNow

DATABASE MANAGEMENT: RDBM, SQL, MySQL, MongoDB

PROGRAMMING LANGUAGES: Java, Python, JavaScript, HTML, CSS, PHP

NETWORKING: AWS cloud, Azure cloud, TCP/IP, DHCP, DNS, Active Directory

SECURITY: VPN, firewall, multi-factor authentication, incident response, identify common risks, vulnerabilities, and threats

EMPLOYMENT HISTORY

Front-end React Developer (Internship)

Jul 2023 to Oct 2023

Association Aide à l'Immigration Canada Global, Trois-Rivières, Québec

- Implemented a new React website replacing a WordPress platform in a timely manner
- Customized React components, including the header, footer, and main page according to stakeholders' needs
- Collaborated with the development team to guarantee seamless operation of essential features
- Offered insights and recommendations for website design enhancements to meet stakeholders' requirements

Live Event/IT Support

Sep 2021 to Mar 2022

Matchbox Virtual Media Inc, Montreal, Québec

- Delivered real-time technical support, ensuring smooth navigation of live-streaming tools and platforms for up to 30 event attendees simultaneously
- Resolved software and hardware issues using troubleshooting and problem-solving techniques daily
- Escalated unresolved technical issues to higher tiers when necessary, maintaining comprehensive problem resolution
- Conducted post-event analysis of support interactions to improve and build client relationships
- Promoted the use of community resources, enhancing participant engagement and overall event experience

Head Busser

Dec 2017 to Jan 2020

StereoBar, Montreal, Québec

- Managed weekly scheduling for all bussers, accommodating individual preferences for shifts
- Conducted weekly inventory checks for the bar, ensuring adequate stock levels of supplies and ingredients
- Maintained daily communication with managers and owners, addressing operational issues and ensuring proper implementation of duties
- Acted as the central point of communication between bartenders, managers, and customers, ensuring effective coordination and satisfaction among all stakeholders
- Counted and restocked all fridges at the end of each shift to prepare for upcoming nights, reducing errors

Line Cook

Nov 2017 to Jan 2020

Lord William Pub, Montreal, Québec

- Created weekly lunch specials, with one special becoming popular enough to be permanently added to the menu
- Reviewed the previous night's prep list and prepared items for the day shift, ensuring a seamless transition
- Collaborated with front-of-house staff for efficient daily operations, timely service, and effective communication
- Reported shortages or out-of-stock items promptly to the chef to facilitate timely replenishment

Line Cook

Sep 2014 to Apr 2017

Aramark, Montreal, Québec

- Provided a face-to-face customer service daily, ensuring to meet customers' specifications
- Conducted daily prep work to maintain a smooth workflow and minimize redundancies
- Adhered to strict food safety procedures, maintaining high standards of hygiene and cleanliness
- Reported inventory shortages to the manager and chef promptly, contributing to efficient restocking process

VOLUNTEER**Newcomers Assistant**

Mar 2024 - Current

Edmonton Public Library

EDUCATION AND CERTIFICATION**CompTIA A+**

Expires in Mar 2027

*CompTIA, Online***AWS Certified Cloud Practitioner**

Expires in Oct 2026

*AWS, Online***Bachelor of Computer Science (BCompSc)**

Nov 2023

*Concordia University, Montreal, Québec***Google Cybersecurity Professional Certificate**

Sep 2023

Coursera, Online