

# Malcolm Sharif

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## Objective

My objective is to obtain a job as a Studio Associate where I can utilize my education and previous work experience to capture images, answer customer inquiries, fill out documents and forms, meet sales targets, and perform other related tasks.

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## Skills & Abilities

- Experienced with photography, videography, color grading and etc.
  - Familiar with creative applications such as Adobe Premiere Pro, After Effects, Photoshop and etc.
  - Experienced with customers in a corporate and retail environment
  - Cognizant of cultural, social, and communication nuances due to exposure to a diverse environment
  - Extensive knowledge of Microsoft Word, Excel, PowerPoint, Visio, Outlook and other applications
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## Education

**BUSINESS ADMINISTRATION – INTERNATIONAL BUSINESS (ADV. DIPLOMA)**    *MAY 2015 – DECEMBER 2016*  
*Centennial College, Toronto, ON*

- Graduated with honours

**COMPUTER SYSTEMS TECHNICIAN NETWORKING (DIPLOMA)**    *SEPTEMBER 2012 – APRIL 2015*  
*Centennial College, Toronto, ON*

- Graduated with honours

### RELEVANT COURSES:

Customer Skills	PC Hard and Operating Systems
Business Communications and Seminar	Economical Anthropology
Technical Writing with MS Office 2010	Human Behaviour

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## General Work Experience

**FREELANCE IT CONSULTANT**    *JAN 2019 – PRESENT*

*1- Computer Services, Toronto, ON*

- Often deal with commercial clients with data and time sensitive IT requirements
- Write technical documents, create invoices, and make phone calls frequently
- Regularly perform remote and on-site IT services for residential and commercial clients

**FIELD COMPUTER TECHNICIAN**    *JAN 2017– JUNE 2018*

*Theekh, Toronto, ON*

- Provided on-site computer repair and IT services to clients within GTA
- Conducted data backup, OS reinstallation, printer/network configuration, virus removal and etc.
- Effectively communicated pricing estimates and payment methods, along with plan of action to the customers

**JUNIOR NETWORK TECHNICIAN***APRIL 2017– JULY 2017**CNI/TELUS, Toronto, ON*

- Completed a TELUS-Government project as part of a team that involved replacement of networking equipment in various ministry buildings
- Ensured minimal down time through effective communication between colleagues, government project managers, and TELUS
- Documented and recorded changes throughout the migration and addressed any ticket requests

**CUSTOMER SERVICE REPRESENTATIVE***FEBRUARY 2017 – APRIL 2017**Net Plaza, Toronto, ON*

- Assisted customers with printing, general computing needs, and other tasks
- Responded to phone calls, filed documents, worked as a cashier, and did data entry
- Conducted some technical work such as computer repair

**LIBRARY PEER TECHNOLOGY MENTOR***JANUARY 2014 – APRIL 2014**Centennial College, Toronto, ON*

- Inspected computers and printers in the lab to ensure they are in working order
- Addressed technical issues that students were facing
- Escalated complications to managers and IT seniors

**IT OFFICE ASSISTANT***JULY 2010 – AUGUST 2010**YWCA, Toronto, ON*

- Helped clients with diagnostic tests on the computer
- Diagnosed computer and printer issues
- Moved and organized office equipment

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**References**

Available upon request