Rojina Saberi

Information Technology Specialist

(647)838-9619   rsaberi@my.centennialcollege.ca   www.linkedin.com/in/rojinasaberi

Professional summary

Detail-oriented and solution-driven IT expert with a solid background in technical support, system administration, and enterprise technologies, as well as hands-on experience resolving user issues in fast-paced work environments. With a degree in information technology from York University and hands-on expertise gained through a high-impact internship at Green Infrastructure Partners, I provide a unique combination of academic knowledge and practical experience. I am an expert in Microsoft 365, Active Directory, Intune, and network support, and I specialize at translating technical issues into clear, effective solutions for customers. I am known for my flexibility, communication skills, and enthusiasm for continuous development, and I am dedicated to improving operational efficiency and providing safe, efficient IT infrastructure. I want to contribute my abilities to a forward-thinking firm that values innovation, cooperation, and growth.

Technical Skills

- **Systems & Tools:** Windows OS, Active Directory, Microsoft 365 (Outlook, Teams, SharePoint, Intune), Eclipse, IntelliJ IDEA, VS Code
- **Networking:** LAN/WAN, TCP/IP, VPN, Cisco switches, VLANs
- **Security:** MFA, endpoint protection, antivirus, DLP, OAuth2, JWT, 2FA
- **Cloud & Virtualization:** Azure, VMware, AWS, GCP, cloud deployment, serverless architecture
- **Applications & Tools:** GitHub, ServiceNow, Power BI, Slack, Zoom, Knox Manage, Postman
- **Programming:** Python, C/C++, Java (OOP, JDBC, JavaFX, multithreading, collections), JavaScript (React, Node.js, Express, ES6+), PHP, Shell scripting
- **Databases:** MySQL, Oracle, MongoDB
- **Project Tools:** JIRA, Notion, MS Project, Agile

Core Competencies

Technical Support & Helpdesk: End-user support, helpdesk operations, remote assistance, customer onboarding, knowledge sharing, peer collaboration

Systems & Administration: System monitoring, system administration, IT infrastructure management, system integration, asset and mobile device management

Networking & Security: Network configuration and design, network management, endpoint security, identity and access management, authentication & authorization, compliance & IT auditing

Troubleshooting & Optimization: Hardware/software troubleshooting, performance optimization, operational efficiency, exception handling, concurrent system management

Data & Cloud: Data backup and recovery, database management, data security, cloud services management, serverless and cloud deployment, business intelligence & visualization

Software Development: Object-oriented programming, GUI and web app development, database-driven applications, API design, secure full-stack development, agile teamwork & code reviews

Documentation & Processes: IT documentation, process standardization, project collaboration, agile methodologies, continuous improvement

Employment history and Projects

Green Infrastructure Partners Inc. (GIP) | Toronto, ON
IT Analyst Specialist Co-op Student

• Reconfigured, set up or deactivated hardware for new and existing users as well as set up user accounts for various computer systems using Active Directory. Assisted with Cisco switch configurations, VLAN setups, and VoIP systems.

• Performed troubleshooting and maintenance for wired and wireless networks, including TCP/IP protocols and VPN conf igurations.

• Manage field office network connectivity and maintain computer hardware inventory.

• Provide first-level helpdesk support and solutions to all main systems and hardware users initiated by online ticketing system and ad-hoc requests as well as Troubleshoot computer system issues and coordinate with third-party vendors.

• Diagnosed and resolved performance issues for desktops, laptops, handheld devices, printers, and copiers, adhering to company policies.

• Implemented security controls, including anti-virus, anti-spyware, and data loss prevention, to secure IT assets.

Gym Management System

Developed a comprehensive database management system for a fitness center using Oracle SQL. The system manages data related to members, trainers, invoices, payments, workout plans, equipment, memberships, packages, and fitness classes. Implemented object types and relational tables to encapsulate entities and their relationships, integrating methods for efficient data management and calculations.

Team Flow Collaborative Workplace System

Led the design and integration of a collaborative tool to enhance organizational communication and project management. Coordinated the development of features like real-time document sharing and task management. Developed and integrated APIs for internal tools, enhancing data exchange between systems.

Blood Bank Management System

Participated in the development of an advanced management system with secure authentication, risk management framework, and vulnerability assessment strategies for improved security and user accessibility.

Pricing Strategies and Consumer Behaviour in McDonald's

Applied statistical analysis and machine learning to evaluate McDonald's pricing strategies and their impact on consumer behaviour.

Education

HonoursBachelorofArts in Information Technology
York University, Toronto, ON

Artificial Intelligence – Software Engineering Technology (Advanced Diploma)
Centennial College | Toronto, ON