**HIGHLIGHTS OF QUALIFICATIONS**

* Experienced professional with consistent work and educational background in diversified infrastructures and business sectors, including Retail, Restaurant Chains, and Pharmacare
* Demonstrated proficiency across a variety of software applications, and ability to identify their features, advantages and disadvantages
* Demonstrated ability to lead teams, meet deadlines, set priorities, and quickly diffuse conflict situations
* Customer-focused mindset along with extensive L1, L2, and L3 support experience
* Bachelor’s Degree in Computer Engineering, Microsoft Certified Professional, and certified in ITIL V3 Foundation
* Sound knowledge of Systems Analysis, ITSM, IT operations and processes, Project management, SDLC and Agile principles, Batch Scheduling on Mainframe and PC systems

**TECHNICAL SKILLS**

**Operating Systems**: Windows (All Versions), Linux (Red Hat, Ubuntu), macOS, Z/OS

**Programming languages and databases**: HTML, C++, Python, Bash, SQL, DB2, Oracle

**Hardware, Applications, Technology and Protocols**: Personal Computers, Laptops, POS Systems, Smart phones, Tablets, FrontRange ITSM Ticketing System, Cherwell Ticketing System, BMC Remedyforce Ticketing System, Microsoft SQL Server, SQL Scripting, SQL Server Management Studio, Citrix MetaFrame / XenApp, Virtual Machines, .NET, Cisco Switches / Routers, VPN, Firewall, Ethernet, Microsoft Office (All versions), Adobe Products, Windows Server, Active Directory, TCP/IP, VoIP, DHCP, IIS, LDAP, SSL, DNS, FTP, SFTP, HTTP, HTTPS, RDP, VNC, HL7 Standards, Kroll Pharmacy Application, eMAR Technology, MS Dynamics NAV/GP ERP, Power BI

**CAREER / EDUCATION HISTORY**

**Application Support Development Analyst** 02/2016– Present

Medical Pharmacies Group Ltd., Markham, ON

***Technology used:*** *Linux, Microsoft Windows (7, 10), PostgreSQL, Microsoft SQL Server 2012, SQL Server Management Studio, Office 365, Python, Perl, Git, VMware, Jira Software, BMC Remedyforce*

* As the designated SME for the application team, supports a variety of applications across multiple computer platforms, investigates and corrects problems to optimize application use, improves business processes, and makes recommendations for future enhancements
* Performs a variety of duties related to the implementation, development, day-to-day L2 and L3 support of department-specific applications, major incident management and software/hardware support activities
* Maintains, optimizes and supports database systems running on SQL server and PostgreSQL
* Generates ad-hoc shell and SQL scripts and converts to other formats as requested
* Works closely with development team to plan and deploy releases to production environment
* Collaborates with cross-functional team members on features, design, and implementation of applications. Builds rapport to establish and maintain effective relationships with clients, 3rd party vendors, pharmacists, and long term care/senior care health advisers

Page 1 of 3

**IT Support Analyst** 12/2013 – 02/2016

Pet Valu Canada Inc., Markham, ON

***Technology used:*** *NCR POS Systems, Microsoft Windows (7, 8.1, 10), Microsoft SQL Server (2008 / 2012), LS Retail NAV 6.3, Microsoft Dynamics NAV, RDP, VNC, Skype for Business, AmberCat Help Desk*

* Delivered timely and efficient first point of contact support to retail and corporate users on a variety of IT related issues and requests
* Gathered and documented information pertaining to customer issues into case tickets, troubleshot assigned cases, and identified escalation requirements
* Coordinated with vendors on gathering of information and preparation of systems’ hardware in advance of installation at store locations
* Responsible for remote staging, configuration, and testing of POS systems and peripherals by taking sole ownership of new rollout projects from beginning to successful completion
* Developed and improved on installation process documents and participated in end-user training during technology expansions / rollouts

**IT Service Desk Analyst** 10/2010 – 05/2012

CARA Operations Ltd., Toronto, ON

***Technology used:*** *IBM POS Systems, Micros POS Systems, Dell Optiplex Server/Peripherals, Nortel BCM/BES/ BAP, Windows Server 2003, Citrix XenApp Client/Server, RDP, VNC, FrontRange ITSM, Cherwell Service Management Software*

* Provided users with single point of contact in a centralized ITIL compliant service desk on a 24/7 basis, by working closely with company’s restaurant chain operations in an enterprise environment, with over 700 distributed locations in Canada
* Recorded all incidents, problems, and resolutions in service management software, and worked with other IT teams, vendors, and business groups on escalation and resolution of outstanding tickets
* Delivered first level system support in a timely manner by interpreting customer problems, researching available resources, and connecting remotely to POS terminals and other IT devices to perform maintenance, and problem resolution

**Tehran Telecommunication Company, Tehran, Iran** 10/1997- 01/2008

* Senior IT Specialist and Team Lead 01/2007 – 01/2008
* Senior Systems Analyst and Team Lead 05/2000 – 01/2007
* Systems Analyst 10/1997 – 05/2000

**Karaj Agricultural Training Institute, Karaj, Iran** 07/1996- 10/1997

* Systems Analyst 12/1996 – 10/1997
* Programmer Analyst 07/1996 – 12/1996

Page 2 of 3

**DEGREES**

**Bachelor’s Degree in Computer Engineering** 1996

Shahid Beheshti University of Tehran, Iran

**CERTIFICATIONS**

[Data Analysis with Python](https://www.coursera.org/account/accomplishments/certificate/JR4CAFBT2CRX) 2019

[Databases and SQL for Data Science](https://www.coursera.org/account/accomplishments/certificate/2PYJ4TJL33TG) 2019

[Python for Data Science](https://www.coursera.org/account/accomplishments/certificate/SVQ9RZXJUASS) 2019

[Data Science Methodology](https://www.coursera.org/account/accomplishments/certificate/C8T8CVSCD5BH) 2019

[Open Source tools for Data Science](https://www.coursera.org/account/accomplishments/certificate/L44RJRQMAPGQ) 2019

[SQL for Data Science](https://www.coursera.org/account/accomplishments/certificate/7MFE3YYRZAMF) 2019

ITIL V3 Foundation 2012

Microsoft Certified Professional (MCP) 2009

**PROFESSIONAL DEVELOPMENT**

[**An Entire MBA in 1 Course**](https://www.udemy.com/course/an-entire-mba-in-1-courseaward-winning-business-school-prof/)11/2019-Present

Offered through Udemy

**Database Management with SQL** 04/2015-10/2015

University of Waterloo, Online Class

**Wireless Networking Program (Postgraduate)** 01/2013-09/2013

George Brown College, Toronto, ON

**Project Management Fundamentals** 04/2011-07/2011

Microskills, Toronto, ON

**AWARDS**

Dean’s Honour List, George Brown College 10/2013

Dean’s Honour List, George Brown College 07/2013

Page 3 of 3