

FAROUK ALHASSAN

Scarborough, ON

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OBJECTIVE

Motivated and detail-orientated professional with a strong organizational acumen seeking a challenging administrative/IT support role to leverage exceptional skills. Demonstrates adeptness in utilizing technology and a goal-oriented mindset. Possesses proven expertise in providing organizational support to facilitate seamless internal and external operations proficient in prioritization and proficiently completing tasks both independently and collaboratively within a team. With a robust work ethic and exemplary communication skills, committed to making valuable contributions to the organizational success and in attaining their objectives.

SKILLS

- Good communication Skills proficient in English language
- HTML, CSS, Java Script & Python
- Remote Support Management
- Functionality Testing
- Technical Support Services
- Help Desk Support
- Microsoft Office Suite (Excel, Word, PowerPoint, Access, Outlook)
- Aptitude in typing, sorting data and filing.
- Software Development Life Cycle (SDLC) methodologies specializing in Agile, Waterfall and Hybrid projects.
- Leadership skills developed through involvement within school and community activities.
- Flexibility and ability to prioritize workload in a fast-paced environment with the ability to work under pressure to meet tight schedules and demands to deliver satisfactory work. Integrity, respect for clients including their opinions, hard work, and teamwork.
- Volunteer activities.
- Performing administrative and clerical tasks such as printing and scanning.
- Ability to handle confidential material with professionalism. Professional etiquette developed through school and the work environment.
- Efficient knowledge with collaborating software such as Microsoft teams, google meet, hangout, WebEx and zoom as a medium of communication.
- Quickly adaptable and adept at acquiring new knowledge and skills.
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EDUCATION

Ontario College Diploma: Computer Programming
Seneca College – Toronto, ON

Jan 2023 - Present

WORK EXPERIENCE

Level 1 Helpdesk Agent

Nov 2022 to Apr 2023

State Interests and Governance Authority - Accra-Ghana

- Provided basic end-user troubleshooting and desktop support.
- Installed and updated hardware, software and applications PC devices.
- Coached and trained end-users on functions, features and basic troubleshooting of software such as Microsoft Word, Microsoft Power point, Microsoft teams and Microsoft Excel.
- Resolved technical issues by troubleshooting.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.

Warehouse Associate

West Hills Mall - Accra-Ghana

Nov 2020 to Dec 2021

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- Reviewed and unpacked orders and when instructed I verified quantities and items being shipped
- Took inventory of available stock in warehouse.
- Responsible for receiving, storing and distributing goods
- Kept accurate records and reports.

Web Developer Intern

May 2020 to Oct 2020

Invetack Solutional Security - Accra-Ghana (Remote)

- Conceived and built optimized landing pages in HTML and CSS for integration and cross-browser compatibility.
- Worked closely with developers on creating new code.
- Studied user requirements to gain strong understanding of project initiatives and deadlines.
- Took detailed notes during team meetings and disseminated to staff members.
- Developed user interfaces with modern JavaScript frameworks, HTML5, and CSS3.

Customer Service Representative

Aug 2019 to Feb 2020

Jumia GH - Accra-Ghana

- My duty was to resolve complaints, respond to enquiries by phone and email and as well as providing technical support to our clients.
- Placing orders, answering, and returning phone calls and messages.
- Developing strong customer relationships and ensuring customer satisfaction.
- Confirming cash dates, from – to transactions.

Sales Assistant

Jan 2018 to June 2019

Jamsa Enterprise - Accra-Ghana

- Assisted customers in a retail environment, providing exceptional service and ensuring a positive shopping experience.
- Actively engaged with customers to understand their needs and preferences, offering personalized recommendations and upselling additional products or services.
- Demonstrated strong multitasking and time management skills, effectively balancing customer interactions, administrative tasks, and maintaining a clean and organized work environment
- Demonstrated in-depth product knowledge and effectively communicated product features and benefits to customers.
- Utilized point-of-sale (POS) systems to process transactions accurately and efficiently, handling cash, credit cards, and other