

Wael Ottman

IT Technician

(917) 291-7278

waelottman@gmail.com

www.linkedin.com/in/waelottman/

Technologically fluent and able to overcome challenges with problem solving and self-motivation. The skills that I'm aware of help complete tasks with excellence and skills that I'm not aware of, I'm able to learn quickly. Willing to make a difference in the workplace through determination and hard work.

HARD SKILLS

- Microsoft Office: Word, Excel, PowerPoint, Outlook, Access
- Avaya
- MDM
- Active Directory
- Troubleshooting
- Re-imaging
- Macs
- PC
- Service Now
- Adobe Suite

SOFT SKILLS

- Team Player
- Communicator
- Problem Solver
- Dedicated
- Adaptable
- Time Managing

WORK HISTORY

Slipstream IT | Blue Bell, PA

Service Desk Agent (September 2021– Present)

- Provided IT support for various clients: Moderna, Nektar, Coherus, Sage, BioCryst, Myovant, PharmaEssentia, Aimmune, Arcutis, Amylyx, Crinetics, Dermbiont, Encoded, Ironwood, Vir

- Used various ticket systems: ServiceNow, Zendesk, Freshservice
- Assisted users remotely using various remote control software: Team Viewer, LogMeIn Rescue, N-Central
- Supported various VPN software: Global Protect, Cisco AnyConnect
- Used Active Directory to reset passwords, unlock accounts, and add/remove users from groups
- Used Microsoft Azure to add users, edit users, reset passwords, add/remove groups, and add/edit/remove Distribution Lists

Gap Inc. | New York, NY

IT Technician (August 2019 – September 2021)

- Imaged 20 PCs and Macs a week for reasons that range from deployment to putting an end to issues
- Head of the Telecom ticket system which is used for deployment and assisting users with issues of the Avaya telephones.
- Communicate problems to the appropriate department or vendors when required to resolve the issue
- **Frequently ran the "Tech Bar" which is an area where users can visit if they have any tech issues that needed to be resolved immediately**
- Upgraded PC's from Windows 7 to Windows 10
- Upgraded Mac's from older Mac OS to Catalina/ Big Sur
- Installed and troubleshooted Adobe Suite for Business Partners
- Assisted in deployment for new hires and new hire orientations
- MDM enrollment and email setup for IOS/android
- Worked on setting up Virtual Machines on PC and Mac
- Used Active Directory to reset passwords for user's accounts

EDUCATION

CUNY School of Professional Studies, New York, NY (Dec 2023)

- Bachelor of Science
- **Major: Information Systems**

Year Up New York, New York, NY

(March 2019 – Feb 2020)

- Accruing 200+ hours of hands-on training in IT as part of a one-year career development program that includes six months of college-level courses and professional training followed by a six-month internship
- Served as Operations Manager and managed the room set up, facilitated welcome, overview, and action items

BOROUGH OF MANHATTAN COMMUNITY COLLEGE, New York, NY (Dec 2018)

- Associates Degree in Applied Science
- **Major: Computer Information Systems**
- Received Certificate of Merit and placed on the Dean's List

	CERTIFICATES	
--	--------------	--

- Google Cloud
- Google Project Management
- Google IT Support

	LANGUAGES	
--	-----------	--

- English
- Arabic