NOUR WARSAME IT Support / Help Desk Technician Edmonton, AB | 780-838-8910 | nuurvet143@.com Portfolio: https://github.com/warsame143/IT-homelab-portfolio

PROFESSIONAL SUMMARY

CompTIA A+ certified IT Support Technician with a strong foundation in Windows administration, Active Directory, and Microsoft 365 . Proven ability to troubleshoot hardware, software, and user access issues using ticketing systems like ServiceNow . Brings over four years of customer-facing experience demonstrating accuracy, confidentiality, and strong communication skills . Currently preparing for CompTIA Network+ and expanding technical expertise through hands-on lab projects .

TECHNICAL SKILLS

- **System Administration:** Windows 10/11, Windows Server 2022, Ubuntu Desktop, Active Directory (User Management, GPO, OUs), Microsoft 365 (Exchange Online, Teams Admin, Entra ID) .

- **Networking & Security:** TCP/IP, DNS, DHCP, NTFS Permissions, File Sharing, Access Control .

- **Hardware & Virtualization:** PC Troubleshooting, HDD to SSD Migrations, RAM Upgrades, VMware Workstation .

- **Tools & Methodologies:** ServiceNow (Incident/Request Management), Git & GitHub, ITSM Fundamentals .

TECHNICAL PROJECTS & HOME LAB EXPERIENCE

Windows Server 2022 & Active Directory Lab

- Built a virtualized domain controller with Active Directory, DNS, and DHCP services .

- Managed user accounts, groups, and OUs, and applied Group Policy Objects (GPO) for security and user settings .

- Configured file sharing with NTFS permissions and verified access via domain-joined client machines .

- Documented the full setup and testing results for portfolio review .

ServiceNow ITSM Practice

- Simulated real-world help desk scenarios to practice the full ticket lifecycle, including incident creation, categorization, and resolution .

- Managed work notes and resolution steps, adhering to basic ITIL concepts and workflows .

Microsoft 365 Administration Practice

- Performed user and group management tasks and configured basic tenant settings .

- Managed Exchange Online features, including shared mailboxes and message tracing, and reviewed Teams user policies .

- Executed identity and access management tasks using Entra ID (Azure AD) .

PROFESSIONAL EXPERIENCE Freelance IT Support | Edmonton, AB *2023   Present*

- Optimized system performance by upgrading HDDs to SSDs and installing RAM modules to meet specific requirements .

- Executed operating system installations and migrations for Windows 10 and Ubuntu Desktop environments .

- Provided end-to-end user support, including system setup, troubleshooting, and post-upgrade verification .

Pharmacy Assistant | Uganda *4 Years Experience*

- Provided frontline customer service in a high-volume environment, resolving inquiries with professionalism and strong problem-solving skills .

- Maintained accurate prescription and patient data within management systems, ensuring strict adherence to confidentiality standards .

EDUCATION & CERTIFICATIONS

- **CompTIA A+ (Core 1 & Core 2)**

- **CompTIA Network+** (In Progress)

- **Diploma in System Administration**   Hurbad Institute of Technology