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

PROFESSIONAL SUMMARY

Detail-oriented Technical Support Analyst with a Diploma in System Administration and CompTIA A+ certification. Proven expertise in analyzing and resolving technical issues across Windows Server, Active Directory, and Microsoft 365 environments. Skilled in utilizing ITSM tools like ServiceNow to track incidents and manage workflows. Brings a strong background in data accuracy and client communication from customer-facing roles, currently advancing networking knowledge through CompTIA Network+ certification.

TECHNICAL SKILLS

- **Systems Analysis & Admin:** Windows 10/11, Windows Server 2022, Ubuntu Desktop, VMware Workstation.

- **Identity & Access Management:** Active Directory (GPO, OUs), Entra ID (Azure AD), Microsoft 365 Admin.

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

- **Support & Methodologies:** ServiceNow (Incident/Problem Management), ITIL Concepts, Git Version Control.

- **Hardware Support:** HDD/SSD Migrations, RAM Upgrades, System Performance Diagnostics.

TECHNICAL SIMULATION & PROJECTS Enterprise Infrastructure Lab (Windows Server 2022)

- Designed and deployed a virtualized domain environment to analyze Active Directory structures, DNS, and DHCP configurations.

- Implemented Group Policy Objects (GPO) to standardize security settings and user environment configurations.

- Configured and tested NTFS permissions and shared folders to ensure secure and accurate data access for client machines.

- Documented system architecture and configuration steps for technical portfolio review.

ITSM Workflow Analysis (ServiceNow)

- Executed full-lifecycle incident management, simulating the role of an analyst by categorizing, assigning, and resolving tickets.

- Practiced problem management workflows and maintained detailed work notes to ensure transparent communication.

Cloud Administration Practice (Microsoft 365)

- Managed cloud identities using Entra ID and configured user roles and group memberships.
- Analyzed Exchange Online settings, including message tracing and shared mailbox configurations, to resolve mail flow issues.

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

- Analyze system performance bottlenecks and execute hardware upgrades (SSD/RAM) to restore optimal functionality.
- Perform root cause analysis for software and OS issues during migrations to Windows 10 and Ubuntu platforms.
- Verify post-deployment stability and provide technical guidance to users on system operation.

Pharmacy Assistant | Uganda *4 Years Experience*

- Managed sensitive data entry within management systems, ensuring 100% accuracy and strict confidentiality.
- Resolved complex customer inquiries by analyzing needs and providing clear, actionable information.

EDUCATION & CERTIFICATIONS

- **CompTIA A+ (Core 1 & Core 2)**
- **CompTIA Network+** (In Progress)
- **Diploma in System Administration**: Hurbad Institute of Technology