

# Nour Warsame

IT Support / Help Desk Technician /Junior systems administrator | Edmonton, AB | Canada

Email: nuurvet143@.com | Phone: 780-838-8910 | Portfolio:

<https://github.com/warsame143/IT-homelab-portfolio>



## PROFESSIONAL SUMMARY

IT Support and Help Desk Technician with CompTIA A+ certification, currently preparing for CompTIA Network+ and hands-on experience supporting users through home lab projects and freelance technical support.

Provided IT Support and help desk assistance, troubleshooting hardware, software and users access issues using ticketing system systems.

Brings over four years of customer-facing experience as a Pharmacy Assistant (Uganda), demonstrating accuracy, confidentiality, and strong communication. Solid foundation in Windows administration, Active Directory, Microsoft 365, hardware upgrades, and Linux desktop installations.

## TECHNICAL SKILLS

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- Operating Systems: Windows 10, Windows 11, Windows Server 2022, Ubuntu Desktop
- Active Directory: User account management, password resets, account unlocks, OUs, group management, Group Policy (GPO)
- File Sharing & Permissions: NTFS permissions, shared folders, access control
- Microsoft 365: User management, roles, basic admin tasks
- Hardware Support: HDD to SSD migrations, RAM upgrades, basic PC troubleshooting
- Networking Fundamentals: TCP/IP, DNS, DHCP, basic troubleshooting
- Virtualization: VMware Workstation, snapshots, multi-VM lab environments
- Ticketing Systems: ServiceNow (ITSM fundamentals – incident, request, problem management)
- Microsoft 365 (MS-102): user management, Exchange Online, Teams admin, Entra ID
- Version Control: Git & GitHub

## FREELANCE IT SUPPORT EXPERIENCE

| 2023-Present

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- Upgraded desktop and laptop systems by replacing HDDs with SSDs to improve performance and boot times.
- Installed and upgraded RAM modules to meet system performance requirements.
- Performed operating system installations and migrations, including Windows 10 and Ubuntu Desktop.
- Provided basic user support, system setup, troubleshooting, and post-upgrade verification.

## PROFESSIONAL EXPERIENCE

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- Pharmacy Assistant (Uganda) | 4 Years
- Provided frontline customer service in a busy pharmacy environment, supporting diverse customer needs.

- Accurately entered and maintained prescription and patient data using pharmacy management systems.
- Assisted pharmacists with medication preparation while following strict safety and confidentiality standards.
- Resolved customer inquiries professionally, demonstrating documentation, communication, and problem-solving skills.

## PROJECTS & HOME LAB EXPERIENCE

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- Built a Windows Server 2022 domain controller with Active Directory, DNS, and DHCP in a virtualized environment.
- Created and managed users, groups, and OUs; applied Group Policy for basic security and user settings.
- Configured file sharing with NTFS permissions and tested access from domain-joined client machines.
- Documented lab setup and results with screenshots for portfolio review.
- Practiced ServiceNow ITSM workflows including incident creation, categorization, assignment, and resolution.
- Managed Active Directory user accounts, including password reset, unlocks and Group policy configuration.
- Simulated real help desk scenarios using ServiceNow, documenting issues and resolution steps.
- Gained hands-on experience with ServiceNow interface, ticket lifecycle, and basic ITIL concepts.

## SERVICE DESK PRACTICE

Practiced ServiceNow ITSM by handling incidents, simulating user support requests, updating work notes, and resolving tickets through the full lifecycle.

## Microsoft 365 / MS-102 Practice

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- Practiced Microsoft 365 administration including user and group management.
- Worked with Exchange Online features such as shared mailboxes and message tracing.
- Reviewed Microsoft Teams user policies and basic tenant settings.
- Performed identity and access tasks using Entra ID (Azure AD).

## CERTIFICATIONS

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CompTIA A+ (Core 1 & Core 2)

CompTIA Network+ (In Progress)

## EDUCATION

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Diploma in System Administration – Hurbad Institute of Technology