



# Nour Warsame

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

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## PROFESSIONAL SUMMARY

Entry-level IT Support professional with CompTIA A+ certification, currently preparing for CompTIA Network+ and hands-on experience supporting users through home lab projects and freelance technical support. 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 10/11, 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

## FREELANCE IT SUPPORT EXPERIENCE

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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.
- Handled sensitive personal and medical information in compliance with privacy and data-protection practices.
- Resolved customer inquiries professionally, demonstrating documentation, communication, and problem-solving skills.



## **PROJECT EXPERIENCE (HOME LAB)**

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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.
- 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**

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- 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