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

PROFESSIONAL SUMMARY

CompTIA A+ certified Service Desk Analyst with a Diploma in System Administration and practical experience in ITSM workflows. Proficient in using ServiceNow for incident, request, and problem management, ensuring accurate categorization and documentation. combines strong technical troubleshooting skills in Windows and Microsoft 365 environments with over four years of customer-facing experience. Dedicated to delivering high-quality user support and currently expanding network knowledge through CompTIA Network+ studies.

TECHNICAL SKILLS

- **Service Desk & ITSM:** ServiceNow (Incident Management, Request Fulfillment, Categorization), ITIL Fundamentals, Ticket Lifecycle Management.

- **Identity & Access Management:** Active Directory (Password Resets, Account Unlocks, GPO), Entra ID (Azure AD), Microsoft 365 User Administration.

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

- **Networking & Hardware:** TCP/IP, DNS, DHCP, HDD/SSD Migrations, RAM Upgrades, Basic PC Troubleshooting.

ITSM & INFRASTRUCTURE PROJECTS ServiceNow Service Desk Simulation

- Practiced Service Desk Analyst workflows by handling incidents from creation to resolution within the ServiceNow interface.

- Managed ticket lifecycle including categorization, prioritization, assignment, and work note updates to simulate real-world SLAs.

- Documented resolution steps and applied basic ITIL concepts to ensure standardized service delivery.

Windows Server 2022 & Active Directory Lab

- Built a virtualized domain environment to manage user accounts, groups, and Organizational Units (OUs) mimicking a corporate infrastructure.

- Configured Group Policy (GPO) for user settings and managed file sharing permissions (NTFS) to control access.

- Documented lab setup and troubleshooting results for technical portfolio review.

Microsoft 365 Administration Practice

- Performed daily administration tasks such as user management and group policy reviews within a Microsoft 365 tenant.

- Managed Exchange Online features including shared mailboxes and message tracing to analyze delivery issues.

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

- Provide technical assistance to users, troubleshooting hardware and software issues to ensure system availability.
- Perform hardware upgrades (SSD, RAM) and operating system migrations (Windows 10, Ubuntu) to optimize performance.
- Validate system functionality post-upgrade and provide user guidance on new configurations.

Pharmacy Assistant | Uganda *4 Years Experience*

- Provided frontline service in a busy environment, ensuring accurate data entry into management systems.
- Demonstrated strong communication and documentation skills while resolving customer inquiries and maintaining confidentiality.

EDUCATION & CERTIFICATIONS

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