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

PROFESSIONAL SUMMARY

Service-oriented Help Desk Technician with CompTIA A+ certification and hands-on experience in Windows administration, Active Directory, and Microsoft 365. Skilled in troubleshooting hardware and software issues and managing user access through ticketing systems like ServiceNow. Leverages over four years of customer-facing experience to provide accurate, confidential, and empathetic support. Currently expanding networking knowledge by preparing for the CompTIA Network+ certification.

TECHNICAL SKILLS

- **Help Desk & Ticketing:** ServiceNow (Incident Management, Request Fulfillment, Problem Management), ITIL Fundamentals.

- **User Administration:** Active Directory (Password Resets, Account Unlocks, GPO), Microsoft 365 (User Management, Teams Admin, Entra ID).

- **Operating Systems:** Windows 10/11, Windows Server 2022, Ubuntu Desktop.

- **Hardware & Networking:** PC Troubleshooting, RAM/SSD Upgrades, TCP/IP, DNS, DHCP, Printer/Peripheral Support.

HOME LAB & SIMULATION PROJECTS

ServiceNow ITSM & Help Desk Practice

- Simulated Service Desk operations by managing the full ticket lifecycle, including incident creation, categorization, assignment, and resolution.

- Practiced updating work notes and communicating resolution steps professionally, adhering to ITIL concepts.

- Documented help desk scenarios and resolution workflows for portfolio presentation.

Windows Server 2022 & Active Directory Administration

- Deployed a Windows Server 2022 domain controller to manage users, groups, and Organizational Units (OUs).

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

- Performed routine administrative tasks such as password resets and account unlocks in a virtualized environment.

Microsoft 365 Administration

- Managed cloud-based user identities and access via Entra ID (Azure AD).

- Configured Exchange Online shared mailboxes and performed message tracing to troubleshoot email delivery.

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

- Provide direct user support for hardware and software issues, including system setup and post-upgrade verification.

- Perform hardware upgrades (HDD to SSD, RAM) to improve system performance and extend device lifecycles.

- Execute operating system migrations to Windows 10 and Ubuntu Desktop, ensuring data integrity.

Pharmacy Assistant | Uganda *4 Years Experience*

- Delivered frontline customer service in a fast-paced environment, resolving complex inquiries with strong communication skills.

- Maintained strict confidentiality while managing sensitive client data in management systems.

- Collaborated with a team to ensure accuracy and safety in service delivery.

EDUCATION & CERTIFICATIONS

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

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

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