

YAHYA IBRAHIM

**TECHNICAL SUPPORT | IT OPERATIONS,
SECURITY & ANALYTICS | TECHNOLOGY**

PROFESSIONAL SUMMARY

High performing IT professional with 5+ years of proven experience managing a variety of cross functional duties in both corporate and fast-paced environments. Strong command of technical support operations and substantial exposure to operating systems, security, cloud services, networking, scripting, and virtualization.

Core expertise lies in collaborating throughout technical projects, overseeing implementations, analyzing data and solving complex problems to ensure a high level of quality for all solutions. Ability to navigate through the most ambiguous and complex business problems by utilizing exceptional business acumen, analytical capacity, and creative direction.

AREAS OF EXPERTISE

- Proven consulting background including IT delivery management, CRM implementation, web technologies, relationship management and business development.
- Championing large scale corporate strategic process planning including standardization, streamlining, and automation to enhance performance.
- Directing security operations, strategic planning, vendor relations, governance, and delivery while ensuring compliance with best practices as an IT professional.
- Analyzing a range of business concerns and requirements across all functional areas to determine IT-related processes.

TECHNICAL DEVELOPMENT

OS: Windows 10, Windows Servers, Linux, MacOS

Networking: LAN, WAN, Wifi, VPN, DNS, DHCP, TCP/IP

Virtualization: Vmware, Hyper-V

Cloud: Azure, AWS

Scripting: Powershell, Bash, Python

CONTACT INFORMATION

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Email: Yahyaibrahim96@gmail.com

Location: Toronto, Ontario

CAREER EXPERIENCE

Technical Support

Safarifone Inc. | 2018 - Present

Responsible for providing hands on support for business user issues, managing incident and response, fulfilling serviced ticket requests, and troubleshooting.

- Assist in providing efficient technical support services to ensure timely response to queries, resolution of problems, and reporting of user issues.
- Utilize the support management console to log all requests and activities including documentation of special requests.
- Perform on-site and remote analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed.
- Develop long term product and service road-maps across multiple dimensions including personalization, demand forecasting, visualization and network optimization.
- Examine test results and make tactical and strategic recommendations to improve performance and scalability via architecture, infrastructure, and software designs.
- Proactively communicate information to the client community such as downtime, critical problems, planned changes, and software deployments.
- Audit processes and procedures including corrective action measures related to trouble ticket updates and other operational activities required to maintain a high level of customer satisfaction.
- Take a contributory role coordinating troubleshooting initiatives, installations, implementations, administration, and maintenance of all computer systems.
- Install, upgrade and maintain network devices, such as Cisco Routers, Switches, Access points and VOIPs.

Computer Technician (Volunteer)

Somali Community | 2013 - Present

Providing network diagnostics, maintenance, repair and troubleshooting services for our clients. Also participating in the community's meeting and help new refugees and immigrants with their documentation and translation

- Perform technical support fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and application.
- Assist with troubleshooting network/connectivity issues, installing new OS software, and switches, access points and VOIPs.

EDUCATION & CERTIFICATIONS

Bachelor of Computer Applications

- Osmania University

CCNA Routing and Switching

AZ-104: Microsoft Azure Administrator

CORE SKILLS

Analytics, Application Development, Cloud Service, Data Management, Enterprise Architecture, Help Desk Operations, Infrastructure, Process Improvement, Project Management, Root Cause Analysis, Systems Integration, Technology Planning, Testing & Reporting, Vendor Management, Virtualization