

**Ezekiel Libara** (he/him)  
Toronto, Ontario  
437-254-3781  
Email: [ezekiellibara1982@gmail.com](mailto:ezekiellibara1982@gmail.com)

---

**Skilled Technical Support Analyst and Internationally Educated Business Professional  
with global expertise in logistics coordination, account management and compliance assurance**

**Summary:**

- Experienced IT Support Professional and Project Manager with background working and studying in Toronto, Turkey, Texas and Nigeria, using skills of adaptability, problem-solving, and teamwork
- Excellent cross-cultural communication and customer service skills with experience collaborating with project teams, and using writing skills to complete accurate data documentation and narrative reports
- Skilled in technical concepts, troubleshooting complex software and hardware issues, managing Help Desk Ticketing systems, and administering directory user management systems
- Acknowledged for successfully handling 50+ complex calls per day, and enhancing operational efficiency by resolving problems resulting in 20% increase in customer satisfaction scores
- Eager to restart career in Canada evidenced through recent self-motivated professional development and community involvement using natural abilities of reliability, curiosity, and leadership initiative

**Technical Skills:**

- |                       |  |
|-----------------------|--|
| - Networking:         | LAN, WAN, WI-FI, TCP/IP, DHCP, DNS                         |
| - Operating Systems:  | Windows 10, 11, Server 2016, 2019, Linux OS                |
| - Applications:       | Microsoft Office 365, Various Third-Party Applications     |
| - Ticketing Systems:  | ServiceNow, Spiceworks                                     |
| - Remote Technology:  | Zoom, SCCM Remote Tools, WebEx                             |
| - Security:           | Windows Hardening, ManageEngine Patch Management, Symantec |
| - Project Management: | Agile, Waterfall, Scrum                                    |

**Experience:**

Free Geek Toronto, [www.freegeektoronto.org](http://www.freegeektoronto.org) 2024

Service Technician, Customer Service, and IT Educator

- On part-time volunteer basis, supports technology reuse not-for-profit organization using unwanted electronics to reduce environmental impact of technology
- Supports wide range of area including frontline shop sales, instructs buyers on products and pricing, accepts and sorts through donations, and uses communication and IT knowledge to facilitate workshops

Job Skill Share, [www.jobskillshare.org](http://www.jobskillshare.org), New York City 2023 – 2024

Information Technology Support Trainee Member

- On internship basis, participates in international hands-on IT and systems administration platform, using wide range of technical skills including Active Directory User Management
- Designed and implemented test environment using Active Directory to manage user accounts and permissions, and conducted troubleshooting resulting in resolution of account issues
- Applied test environment using Office 365 User Management for user accounts and successfully resolved email, calendar and Office 365 account issues
- Created technical documentation for several projects supervised by IT Administrator, and conducted project troubleshooting for networking, operating systems and applications

### **Experience Continued:**

Amgray Logistics, Houston, Texas

2022

Technical Support Analyst

- During 8-month full time contract, resolved IT in-house application challenges to ensure seamless workflow resulting in improved productivity and profitability
- Used multitasking skills to manage multiple service tickets concurrently, prioritized issues, and applied time management expertise to resolve issues
- Collaborated with team in network management by overseeing installation and upgrade of operating systems, and applied troubleshooting expertise to resolve internet connectivity issues, printer concerns, hardware malfunctions, and various network device errors

Libara Global, Istanbul, Turkey

2017 – 2021

Owner and Operator

- Established and managed global shipment and supply company with revenue of \$1 million in orders, and developed and implemented meticulous authorization process to enhance compliance and minimise risk
- Optimized logistics efficiency by tracking and monitoring cross-border transportation activities resulting in streamlined operations and reduced transit times
- Increased cargo security and accuracy by implementing rigorous marking, labeling, and inventory practices, leading to precise documentation and reduction in loss and damage during transit

Knight Pride International Ltd, Lagos, Nigeria

2012 – 2016

Logistics Coordinator

- Facilitated freight shipments dispatching information to service providers, ensuring on-time deliveries, and improved company logistics by significant margins through collaboration with warehouses
- Enhanced communication with both internal and external customers by maintaining and updating systems, facilitating smoother interactions and ensuring accurate and timely information sharing
- Improved inventory accuracy and coordinated products for storage

### **Education and Professional Development:**

Self-directed continuous learning, Toronto: 2023 – 2024

- Google IT Support Professional Certificate
- Modern IT Support Training Part 1 and 2
- LinkedIn Learning: Cybersecurity Foundations
- Technical Support Fundamentals

NPower Canada, Toronto: 2023

- Junior IT Analyst Program Certificate

The Polytechnic of Ibadan, Ibadan, Nigeria: 2014

- Diploma in Business Administration

### **References Available at Interview**