

ARMIN KAFEDZIC

1 Trafford Ln, Unit B, Ottawa, ON K2J 1X6

(226) 581-5611 | armink@gmail.com

LinkedIn: [arminkafedzic](#)

IT SUPPORT SPECIALIST

SUMMARY

- Result-driven Information Technology Support Specialist with over 5 years working for one of the largest European Drugstore Retailers, dm-drogerie markt
- Managed programs for Customer service, experienced in Warehouse Management systems well as SAP Retail
- Decreased percentage of complaints in warehouse by 60% in period of 5 years
- Able to work independently or as a team member
- An intuitive and attentive listener, able to uncover customer needs in order to offer the most viable and enticing solutions
- Certified Google IT Support Professional (2018)
- Computer Programs: inconso WMS, Manhattan WMS, SAP Retail, Adobe Dreamweaver, MS Office
- Languages: English, German, Bosnian/Serbian/Croatian/Montenegrin

EMPLOYMENT EXPERIENCE

IT Support Technician in Distribution Center / End-User Support

11/2019 – 12/2021

BFG Enterprise Services / Loblaw Companies Ltd, Ottawa

- Supply chain applications support in Loblaw Distribution Center (Manhattan WMS/SAP)
- Hardware support for handhelds, truck mounts, wireless access devices, laptops, label printers
- Desk side and remote support for Microsoft Office, EUS applications and Active Directory
- Logged and monitored ticket status to ensure fast and quality resolution of every issue

Computer Technician

01/2019 – 11/2019

Captec Americas, Cambridge

- Assembled computers for research and medical institutions across North America under ISO 9001:2015 standard
- Troubleshooting and analytical decision making for the problems arising
- Providing quality control and quality assurance to all the products

IT Support Specialist

05/2013 – 12/2018

dm drogerie markt, Sarajevo, Bosnia and Herzegovina

- Created and maintained master data, created orders, conducted mass data maintenance, and maintained the user administration of the company through SAP
- Maintained all WMS (Warehouse Management System) settings, and created strategies for the entire warehouse, created strategies to expand the warehouse by 2000 m² to create more storage areas, maintained the RF hand held scanners (Motorola/Symbol), and cleaned up bad data from the system

- Provided daily support for software and logistics issues in 100+ user warehouse by consulting with customers via phone, e-mail and in-person; 85% of cases were resolved annually
- Created tutorials and instructions for Clients who were in the warehouse logistics
- Maximized operational efficiency by introducing selected staff to new, more efficient working methods
- Tested new Warehouse Management System sprints for Quality Assurance and SAP Retail releases
- Accelerated the logistics work flow by 15% through implementing software optimization working methods
- Collaborated on an 8-person team to solve daily IT tasks, and to improve work processes within the company
- Worked in collaboration with team members from Central and Eastern Europe to successfully accomplish projects for the International Workgroup

CAD Draftsman

2012

Isowood, Gračanica, Bosnia and Herzegovina

- Designed and drawn electrical installation scheme of the factory of 1500 m² in AutoCAD

Personal assistant and Web designer

2009 - 2010

Artdeco, Modriča, Bosnia and Herzegovina

- Assisted in daily business by making products with glass fusion
- Delivered over 2000 different glass products to customers annually
- Designed and created the company website (artdeco.ba – offline)

PHP Developer and Web Designer

2008

e-ICNT, Sarajevo, Bosnia and Herzegovina

- Developed an administration panel for a client who needed it for their restaurant's web application
- Designed the frontend for the administration panel

EDUCATION

Bachelor's Degree in Information Technology Engineering (180 ECTS)

2009 - 2012

Slobomir Pavlovic University, Doboj, Bosnia and Herzegovina

SPECIALIZED TRAINING AND COURSE

- Google IT Support Professional Certificate 2018
- Advanced Google Analytics Certificate 2018
- Intermediate C# and Java programming course (Academy387.com) 2017
- Intermediate SQL course (Akademika.ba - authorized by Microsoft) 2016

ADDITIONAL INFORMATION

Interests: Web Design, Gadgets, Photography, Hiking, Cycling