**SARAH MOHAMMAD ABDUL RASHEED**

69 MADELON DRIVE,NEPEAN K2J5C4,OTTAWA

514-996-6704

sarahmohd85@gmail.com

**JOB OBJECTIVE**

 An entry-level position as an IT support/HelpDesk Technician providing customer service and technical support to employees.

**PROFILE**

* Almost a year of experience in IT support.
* Bachelor of Engineering in Computer Science.
* Administrative skills including help desk support, troubleshooting hardware problems, follow up on vendors, maintaining inventory, preparing new computers for new employers.
* Fluent in oral and written English
* Computer skills (Microsoft desktop OS,Microsoft tools,Programming languages like C,C++,PL/SQL,Oracle forms and reports )

**AREAS OF EXPERTISE**

* Configure/install computer software,hardware and other basic network equipment..
* Responding to Helpdesk phone calls,creating tickets and ensuring customer service.
* Installing Microsoft packages, hardware installation for new employers.
* Troubleshooting any desktop issues.
* Monitoring and reporting IT change requests to IT leadership.
* Ensuring latest updates are communicated across all teams for any changes in the status of change requests including external vendors.
* Maintaining the IT inventory and working with vendors to get the best quotes.
* Developing reports using Oracle SQL
* Diagnose hardware and software problems, and replace defective components.

**Another area of expertise**

* High levels of organizational and time management skills
* Excellent oral and written communication skills and a strong customer service mentality
* Manage assigned tasks and projects with little supervision
* Inclination for learning new technologies quickly
* Ability to learn quickly and adapt to changing requirements
* Ability to work in a team-based environment

**WORK HISTORY**

| ***IT SUPPORT*** | 2008-2009 |
| --- | --- |
| Barwa Real Estate,Qatar |  |

* This role comprised help desk support to employees and also required administrative skills .It entailed installation of Microsoft Operating system,hardware applications to new employees and also troubleshooting any desktop issues.It also gave an opportunity to develop Oracle forms and reports.

**TRAINING AND EDUCATION**

| ***Bachelor of Engineering in Computer Science(B.E)******Evaluated by WES*** | 2007 |
| --- | --- |
| Osmania University,India. |  |
|  |  |
|  |  |
|  |  |