### ****Numan Abdullah****

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### ****Professional Summary****

Certified IT professional with a proven track record in technical support, customer service, and administrative roles. Leveraging CompTIA A+ and Network+ certifications, combined with ongoing Security+ training, to deliver efficient solutions for hardware, software, and network-related challenges. Skilled in troubleshooting and resolving technical issues, providing exceptional end-user support, and ensuring seamless IT operations.

### ****Key Skills****

* **Certifications**:
	+ CompTIA A+ (Certified in June 2024)
	+ CompTIA Network+ (Certified in October 2024)
	+ CompTIA Security+ (In Progress)
* **Technical Proficiency**:
	+ Troubleshooting hardware and software issues (Windows, MacOS, and Linux)
	+ LAN/WAN configuration and network protocols (TCP/IP, DNS, DHCP)
	+ Configuring and maintaining routers, switches, and printers
	+ Managing and troubleshooting POS systems and CRM platforms
	+ Proficient in ticket management and documentation in IT service platforms
	+ Basic Active Directory and user account management
	+ Utilizing remote support tools for diagnosing and resolving technical issues
* **Administrative and Customer Support Skills**:
	+ Technical onboarding and end-user training for non-technical staff
	+ Delivering exceptional customer service and managing client relationships
	+ Maintaining data security and adhering to privacy regulations

### ****Professional Experience****

**Sales Specialist**
GoodLife Fitness, Toronto, ON | February 2023 – Present

* Utilized knowledge of software systems to troubleshoot and resolve technical issues with POS terminals and membership databases.
* Supported the integration of new customer management software by training staff and ensuring data accuracy during migrations.
* Maintained and updated client records in the CRM system, ensuring compliance with data security standards.
* Collaborated with IT and operations teams to address technical challenges, such as network connectivity issues, ensuring uninterrupted business operations.
* Provided technical onboarding to new team members to enhance system familiarity.

**Supervisor**
Wine Rack, Toronto, ON | February 2021 – January 2023

* Led a team of sales associates, ensuring efficient store operations and adherence to company policies.
* Leveraged technical skills to troubleshoot and resolve issues with POS systems, inventory management software, and payment processing systems.
* Analyzed sales data using software tools to optimize inventory levels and enhance store performance.
* Coordinated with IT support to implement updates and resolve technical challenges related to store systems.
* Delivered technical training to staff, improving operational efficiency and customer service.

**Consultant**
Merchant Overseas, Dhaka, Bangladesh
June 2016 – October 2018

* Provided personalized consultations to address client inquiries and offer tailored solutions based on individual needs.
* Managed and organized sensitive client records, maintaining strict confidentiality and adherence to privacy regulations.
* Coordinated with consulates, government offices, and clients to streamline administrative processes and resolve issues promptly.
* Delivered exceptional customer service, fostering trust and long-term relationships with a diverse client base.

### ****Education****

**Computer Systems Technician**
George Brown College, Toronto, ON | 2023

**Bachelor of Computer Science**
North South University, Dhaka, Bangladesh | 2018

### ****Achievements****

* Passed CompTIA Network+ and A+ certifications on the first attempt.
* Designing and implementing networks in a home lab environment using LAN/WAN technologies and routing protocols (TCP/IP, DNS, DHCP), continuously expanding knowledge and hands-on skills.
* Resolved over 95% of technical support requests efficiently by leveraging advanced troubleshooting skills and organized ticket management practices.
* Configured and secured routers, switches, and other networking devices to simulate real-world IT environments, gaining in-depth understanding of enterprise-level network solutions.
* Delivered technical training to peers and junior team members, improving their understanding of IT systems and fostering a collaborative learning environment.