SAM ALEMAM

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PROFESSIONAL SUMMARY

Motivated and detail-oriented IT Technician and Cybersecurity graduate with hands-on experience in hardware diagnostics, system optimization, and technical support. Strong troubleshooting skills, secure user-focused solutions, and bilingual in English and Arabic. Known for adaptability and loyalty in fast-paced environments.

CORE TECHNICAL SKILLS

- Hardware/System Repairs
- Windows OS, macOS, MS Office
- Networking & Device Setup
- Help Desk & Tech Support
- Security & Optimization
- Inventory & Asset Mgmt

EXPERIENCE

IT Technician | ICT Solution | Slave Lake, AB | Aug 2023 - Apr 2024
- Diagnosed/repaired hardware; installed OS/apps
- Trained clients; managed inventory and warranties

Dispatcher | Bora Towing Ltd | Edmonton, AB | Mar 2024 - Aug 2024
- Managed logistics and 24/7 dispatching
- Handled real-time ops and emergency support

Delivery Driver | DT Tire | Edmonton, AB | Jun 2021 - Dec 2022
- Routed deliveries and supported inventory tech
- Recognized for accuracy and reliability

EDUCATION

Cyber Security Specialist & Computer Support Diploma
CDI College - Edmonton, AB | Jun 2021 - Mar 2023
- Practicum: 100 hours | Courses: A+, Network+, OS, PC Maintenance

LANGUAGES

- English (Fluent) | Arabic (Fluent)

REFERENCES

Available upon request