

SAM ALEMAM

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PROFESSIONAL SUMMARY

Results-oriented Computer Support Technician with extensive experience in IT troubleshooting, hardware repair, and end-user support. Demonstrates exceptional ability to efficiently diagnose and resolve complex technical issues across Windows, macOS, and Linux environments. Skilled in network system management, help desk operations, and IT asset management. Consistently delivers customer-centric solutions while maintaining optimal IT performance and system security.

WORK EXPERIENCE

IT TECHNICIAN

ICT Solution | Slave Lake, AB | August 2023 – April 2024

Diagnosed and resolved over 50 critical hardware failures, including motherboard, power supply, RAM, and HDD/SSD replacements, contributing to a 35% reduction in client downtime.

Installed, configured, and expertly troubleshot Windows (10/11), macOS, and Linux operating systems, performing essential driver updates and software deployments to ensure optimal system performance.

Effectively resolved complex LAN/Wi-Fi connectivity issues, configured routers and switches, and provided VPN setup assistance for remote employees, enhancing network stability and accessibility.

Managed an average of 100+ support tickets monthly (both in-person and remote), consistently achieving a 95% resolution rate within service level agreements (SLAs) and conducted end-user training on security best practices.

Maintained a detailed inventory of over 150 IT devices, diligently tracked warranties, and meticulously documented repair logs for streamlined future reference and asset management.

DELIVERY DRIVER

DT Tire | Edmonton, AB | June 2021 – August 2023 & May 2024 – Present

Safely and efficiently transported an average of 50+ daily shipments throughout the Edmonton area, consistently maintaining a 100% on-time delivery record through meticulous route planning and time management.

Proactively coordinated with dispatchers and clients via phone and email, promptly resolving potential delivery issues and ensuring high levels of customer satisfaction.

Managed all shipping manifests, diligently collected signatures upon delivery, and ensured accurate and compliant record-keeping for all transactions.

DEPARTMENT MANAGER / SALES ASSOCIATE

The Hudson's Bay Company | Edmonton, AB | November 2017 – June 2021

Provided exceptional customer service to an average of 50+ customers daily, efficiently processed transactions, and adeptly handled returns and exchanges, resulting in a 98% customer satisfaction rate.

Supervised and mentored a team of 5+ staff members, conducted comprehensive training for new hires on POS systems and sales techniques, and optimized floor operations for improved efficiency.

Monitored inventory stock levels, accurately reported discrepancies, and actively assisted in quarterly audits to ensure inventory accuracy.

EDUCATION

DIPLOMA IN CYBER SECURITY & COMPUTER SUPPORT

CDI College | Edmonton, AB | June 2021 – March 2023

Key Courses: CompTIA A+, Network+, PC Maintenance, Operating Systems, Cybersecurity Fundamentals.

Practicum: Successfully completed over 100 hours of hands-on IT support, encompassing hardware repairs, software troubleshooting, and help desk operations.

TECHNICAL SKILLS

Hardware & Software Repair

Motherboard, RAM, HDD/SSD replacement; Driver installations, OS reinstallation and configuration.

Operating Systems

Windows (10/11), macOS, Linux (Proficient), Virtualization (VMware, VirtualBox).

Networking

TCP/IP, DNS, DHCP, Router/Modem configuration, Wi-Fi troubleshooting, VPN setup and support.

System Security & Optimization

Malware detection and removal, Disk cleanup and defragmentation, System backup and recovery, Patch management.

Software & Tools

Microsoft 365 Suite, Active Directory management, PowerShell (Scripting basics).

Inventory & Documentation

IT asset tracking and management, Warranty management, Creation of technical documentation and user guides.

CERTIFICATIONS

- CompTIA A+ (In Progress)
- CompTIA Network+ (In Progress)

VOLUNTEER EXPERIENCE

YOUTH COMPUTER LITERACY MENTOR

Community Technology Center | Edmonton, AB | 2022 – Present

Developed and facilitated weekly computer literacy workshops for underprivileged youth, teaching fundamental computer operations, basic troubleshooting, and internet safety.

Mentored over 30 students aged 10-16 in basic hardware components, software applications, and digital literacy skills, significantly improving their technological confidence and competence.

Organized and led a successful community technology drive, collecting and refurbishing donated computers for distribution to program participants, providing essential technology access to 15+ families.

References available upon request