

Ayan Bashir

Toronto, ON

437-246-9676 | ayanlbashir@gmail.com |

Professional Summary

Resourceful IT Support and Customer Service professional with hands-on experience in technical troubleshooting, support ticket management, and network administration. Adept at diagnosing and resolving hardware, software, and network issues, optimizing system functionality, and maintaining secure IT infrastructures. Proven ability to manage and administer IT systems, conduct data backup processes, and deliver exceptional user training and support. Seeking to leverage my technical skills, communication abilities, and problem-solving expertise as an IT Specialist to drive results in a high-performing environment.

Core Competencies

- IT Technical Support & Troubleshooting
 - Network Administration (LAN, WAN, VPN, Wi-Fi)
 - Systems Maintenance & Optimization
 - Software & Hardware Installation & Configuration
 - Data Backup & Recovery Management
 - IT Security Best Practices
 - Documentation & User Manuals Creation
 - User Training & Technical Assistance
 - Problem-Solving & Analytical Skills
 - Customer Service & Communication
 - Excellent Teamwork & Collaboration
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Professional Experience

Customer Support Specialist

Park N Fly, Mississauga, ON

Oct 2023 – Present

- Managed customer inquiries via phone, email, and in person, ensuring high satisfaction rates through quick, efficient issue resolution.
- Developed a customer-centered approach, improving user experience and fostering positive interactions.
- Monitored and responded to queries, escalating complex issues to ensure prompt resolution.

References available upon request.

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IT Support Technician

Toronto District School Board, Toronto, ON

Aug 2021 – Mar 2023

- Provided Level 3 technical support for hardware, software, and network issues, achieving resolution within SLAs.
- Ran diagnostic programs, performed modifications, and installed hardware/software, optimizing system functionality.
- Documented service requests and resolutions in ticketing systems, ensuring knowledge continuity.
- Delivered high-quality customer service by guiding users through problem-solving steps.

Project Coordinator

CultureLink Settlement & Community Services, Toronto, ON

Oct 2018 – Oct 2023

- Coordinated multi-stakeholder programs, scheduling service calls, and supporting project planning.
- Maintained project documentation for accurate reporting and outcomes, enhancing program efficiency.

Graphic Designer

City of Toronto, Toronto, ON

Feb 2017 – Nov 2021

- Defined design requirements and executed product development in alignment with organizational standards.
- Managed secure access control, handling user permissions and account management.

Certifications

- **CompTIA A+ Certified**
- **GFACT: GIAC Foundational Cybersecurity Technologies**

Technical Skills

- **Operating Systems:** Windows 7/10, macOS, Linux
- **Networking:** LAN, WAN, VPN, Wi-Fi, TCP/IP, DNS, DHCP

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- **Tools:** Jira, ServiceNow, Zendesk, Microsoft Office Suite, SharePoint, Power BI, Teams, Webex, Zoom
 - **Hardware:** Desktops, Servers, Routers, Switches, Printers
 - **Software:** Microsoft Office Suite, Antivirus Solutions, Backup Software
 - **IT Security:** Firewall Management, Antivirus/Antimalware Tools
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Professional Development

- Participated in workshops on IT infrastructure and cybersecurity technologies
 - Attends conferences to learn and network
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Additional Information

- Typing Speed: 70 WPM
- Language Proficiency: Fluent in English (written and spoken)
- Availability: Open to full-time, on-site roles in Vaughan, ON
- Committed to continuous learning and staying up-to-date with the latest technology trends
- Strong communicator and collaborator, able to work effectively within diverse teams

References available upon request.