

Kazi Mohimanul Haque

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Professional Summary

Technically sharp and professionally seasoned IT Support Specialist with 5+ years of field experience and formal academic training in systems, networking, security, and automation. Known for a deep understanding of hardware/software integration, remote support, enterprise operating systems, and network infrastructure. Combines real-world customer-facing support with certified Apple/Samsung repair capabilities and skills gained from George Brown College's elite Computer Systems Technician (T141) program. Comfortable in high-pressure environments, proactive in problem-solving, and passionate about optimizing IT systems.

Core Skills

Systems & OS	Networking & Infrastructure	Security & Identity	Support & Tools & Collaboration
Windows 10/11, Server 2016–2019	TCP/IP, DNS, DHCP, LAN/WAN, VLAN	Active Directory & Group Policy	GSX, GSPN, RepairQ
macOS (MacBook, iMac)	Network Infrastructure Design	Identity & Access Management	Anydesk, TeamViewer
Linux OS (Ubuntu, CentOS)	AWS EC2 Ubuntu Server Deployment	Cybersecurity Fundamentals	Desktop & Peripheral Support
OS Imaging & Clean Installations	Apache Web Server Setup (Linux)	nmap	Printer Setup (Windows/macOS)
	Windows VPN Setup & Troubleshooting		Slack

Programming & DevOps	Diagnostics & Analysis	Inventory & Operations	Remote Support & Ticketing
Python (Automation, Scripting Basics)	Windows Crash Log Analysis (BSOD, logs)	Purchase Orders & Reconciliation	
C# (Desktop App Support & Fundamentals)	Event Viewer & Performance Tools	Vendor Coordination	Remote Desktop & Troubleshooting
HTML, CSS, tailwind, react, JavaScript	Log-Based Root Cause Analysis	Inventory Management Systems	Issue Tracking & Resolution
PowerShell & Bash (Beginner Level)	FTP Server Configuration (Linux)		Client-Facing Tech Support

Professional Experience

Store Manager & Lead IT Technician

Dr. Phone Fix – Toronto, ON

August 2022 – Present

- Led technical service operations and supervised team of repair technicians across Apple and Samsung-certified repair standards
- Delivered advanced diagnostics and repairs on mobile devices, desktops, laptops, and tablets using GSX and GSPN tools
- Deployed and supported Windows and macOS operating systems, including clean installations, upgrades, imaging, and OS configuration
- Installed and configured Windows Server environments with user account management, shared drives, and group policies
- Provided remote IT support using AnyDesk and TeamViewer, resolving end-user issues including email, software, and peripheral troubleshooting
- Managed printer setup and maintenance for Windows/macOS users in small office and retail environments
- Oversaw inventory lifecycle including ordering service parts, creating and receiving POs, and reconciling with vendor invoices
- Maintained part availability through proactive stock monitoring and vendor communication, reducing service delays
- Trained and mentored junior technicians in diagnostic techniques and repair procedures

- Managed ticketing and repair flow using RepairQ, ensuring accurate service documentation and customer communication

IT Support Technician

Vision Wireless – Toronto, ON

Jan 2019 – Sep 2020

- **Provided end-to-end technical support for individuals and small businesses, both remotely and on-site, ensuring timely resolution of IT issues.**
- **Set up and configured Wi-Fi extenders and optimized network coverage to eliminate connectivity dead zones.**
- **Diagnosed and resolved networking issues, including wireless printer integration and router configuration.**
- **Performed PC hardware upgrades such as RAM, storage, and peripheral installations to enhance system performance.**
- **Deployed new operating systems through clean installations, ensuring stable and secure environments with proper driver and software configurations.**
- **Advised clients on best practices for security, backup strategies, and system maintenance to prevent future issues.**

Education

Computer Systems Technician Diploma

George Brown College – Toronto, ON(2020-2022)

Graduated: 2022

Certifications

- Apple Certified iOS & Mac Technician (ACiT/ACMT)
- Samsung Certified Repair Technician
- CCNA Routing and Switching and trunking