

ZEYAD ALMAHMOUDI

IT Support Specialist | Desktop Support | Systems Administrator

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PROFESSIONAL SUMMARY

IT Support Specialist with hands-on experience supporting Microsoft enterprise environments through Active Directory, Microsoft 365, Windows Server, Hyper-V, VMware, DNS, DHCP, SQL Server, and enterprise networking.

Practical experience gained through Mellitah Oil & Gas B.V., the BCIT Technology Support Professional program, and an industry practicum with Vancouver Community Network. Strong background in troubleshooting, documentation, virtualization, infrastructure testing, and delivering reliable end-user IT services.

Passionate about delivering excellent customer service while continuously learning new technologies and improving enterprise IT environments.

TECHNICAL SKILLS

Support & Administration	Microsoft Technologies	Operating Systems	Networking	Virtualization	Version Control & AI Tools
•Technical Support •Help Desk Support •Desktop Support •Troubleshooting •Remote Support •Customer Service •Hiver •3CX VoIP	•Active Directory •Microsoft 365 •Windows Server •PowerShell	•Windows •Linux	•DNS •DHCP •TCP/IP •VPN •LAN/WAN •Routing •Switching	•Hyper-V •VMware	•PowerShell •Git •GitHub •ChatGPT •Microsoft Copilot

PROFESSIONAL EXPERIENCE

Technical Support Specialist (Volunteer)

Vancouver Community Network (VCN), Vancouver, BC | May 2026 – Present

- Configured and maintained 15+ Hyper-V virtual machines, accelerating deployment preparation across multiple lab environments.
- Validated SQL Server migrations across three SQL Server versions, achieving 100% data integrity and production-ready functionality.
- Created 100+ pages of technical documentation, standardizing OPNsense deployment and SQL Server migration procedures.
- Troubleshoot and validated four isolated network segments, improving infrastructure testing and deployment readiness.
- Built isolated Hyper-V lab environments to validate network configurations before production deployment.

Technical Support Specialist

Mellitah Oil & Gas B.V., Tripoli, Libya | Sep 2023 – Aug 2025

- Delivered Tier 1 and Tier 2 IT support for 296 end users across more than 300 enterprise devices.
- Resolved 20+ IT service requests weekly, reducing downtime through hardware, software, Windows, printer, and network troubleshooting.
- Deployed and standardized 300+ Windows workstations, improving deployment consistency across departments.
- Managed email-based Help Desk requests, prioritizing incidents and ensuring timely issue resolution for employees.

EDUCATION

Technology Support Professional (TSP), British Columbia Institute of Technology (BCIT), Vancouver, BC | Sep 2025 – Jun 2026

CERTIFICATIONS

- CompTIA A+
- CompTIA Network+

ADDITIONAL INFORMATION

- BC Class 5 Driver's Licence
- Eligible to work in Canada