

Mohammad Salem Hassani

IT Support Specialist | Help Desk | Junior Systems Administrator

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Professional Summary

IT Support professional with 2+ years of experience providing Tier 1–2 technical support, troubleshooting hardware, software, and network issues, and supporting end users in government environments. Currently completing an AEC in Cybersecurity at Dawson College with hands-on experience in Active Directory, Windows administration, vulnerability assessment, SIEM monitoring, and incident response through 42 cybersecurity projects. Seeking opportunities in IT Support, Help Desk, Desktop Support, or Junior Systems Administration.

Professional Experience

National Statistics and Information Authority (NSIA)

2020 – 2022

IT Support Technician (Tier 1–2)

Kabul, Afghanistan

- Delivered Tier 1–2 technical support for hardware, software, and network issues while meeting service-level targets.
- Diagnosed and resolved user issues through phone, in-person, and ticket-based support.
- Supported Windows workstations, user accounts, password resets, and access provisioning.
- Assisted with LAN/WAN administration and maintenance of mission-critical systems.

National Statistics and Information Authority (NSIA)

2019 – 2020

Identity Card Officer – IT Division

Kabul, Afghanistan

- Operated biometric enrollment systems and provided customer-facing technical assistance.
- Maintained data accuracy, confidentiality, and compliance with government procedures.
- Trained new staff and coordinated issue resolution between technical teams and users.

Education

Dawson College

2024 – Present

AEC Cybersecurity (In Progress)

Montreal, QC

Kabul Polytechnic University

2015 – 2019

B.Sc. Information Technology (QC-Recognized)

Kabul, Afghanistan

Cybersecurity Projects

Completed 42 hands-on cybersecurity projects covering Active Directory administration, SIEM monitoring (Wazuh), vulnerability assessments (OpenVAS), network analysis (Wireshark), incident response, endpoint security, and Windows/Linux hardening.

Technical Skills

IT Support: Tier 1–2 Support, Ticket Management, Hardware & Software Troubleshooting, Remote Support, Customer Service **Systems Administration:** Windows 10/11, Windows Server, Active Directory, Group Policy (GPO), User Administration, Access Management **Networking:** TCP/IP, DNS, DHCP, LAN/WAN, Network Troubleshooting, Wireshark, Nmap **Cybersecurity:** Wazuh SIEM, OpenVAS/Greenbone, Vulnerability Assessment, Incident Response, Endpoint Security, OWASP ZAP, MITRE ATT&CK **Virtualization:** VMware, VirtualBox, Docker **Languages:** English (Fluent), French (A2 – Improving), Dari (Native)

Certifications

Google Cybersecurity Certificate

CompTIA Security+ (In Progress)