Fatma Zahra ALI

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Junior IT Analyst

Summary of Qualifications

- 2+ years of experience in a fast-paced Fleet and Tender Department, delivering administrative and client support, with a strong focus on order processing, issue resolution and customer communication
- Served over 300+ clients monthly, ensuring timely order processing, follow-ups, and resolution of inquiries and issues
- Collaborated with a team of 10+ cross-functional staff including sales, logistics, and service departments to streamline fleet order delivery.
- Excellent communications and interpersonal skills with a strong track record of building strong client relationships and fostering a positive, collaborative work environment
- Technically adept, with strong skills in troubleshooting, repairing, and upgrading software, hardware and operating systems
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and Share Point; capable of producing professional documentation and maintaining organized digital records
- Self-motivated, proactive, and confident in making independent decisions and supporting cross-functional teams under minimal supervision
- Fluent in Arabic and Tigre

Technical Skills

Operating Systems:	*Windows, Android, iOS, Mac OS, Linux*
Applications & Tools:	*Microsoft Office 365*
Tools:	*VMware, Google Workspace, Packet Tracer*
Project Management Fundamentals:	*Agile, Waterfall, Scrum*

Education & Certifications

Google IT Support Professional Certificate   **June 2025**

Career Essentials in Generative AI   **July 2025**

Junior IT Analyst Program   **April 2025 – July 2025**
NPower Canada | Toronto, ON
14-week intensive online class training on the fundamentals of computer technology, and project management essentials.

- Configure device operating systems including Windows and Linux, while configuring disk partitions and file systems
- Troubleshoot and problem-solve core service and support challenges while applying best practices for documentation, change management, and scripting

- Support basic IT infrastructure and networking, including DNS and DHCP, applying standard protocols with TCP/IP communications
- Configure and support PC and IoT device hardware
- Manage an organization's computers and users using Directory Services, Active Directory, and OpenLDAP
- Develop a complete understanding of the Agile project management lifecycle, key techniques and deliverables

Women in Tech Training   **February 2025**
COSTI Language and Skills Training Services | Toronto, Ontario

Women's Cyber Squad Training   **January 2025**
COSTI Language and Skills Training Services | Toronto, Ontario

Bachelor's Degree - Collage of Education   **January 2002**
Kuwait University| Kuwait City, State of Kuwait

Work Experience

Sales Admin   **May 2003 – January 2005**
Al Sayer Group (Automotive dealer for Toyota and Lexus cars)
Fleet and Tender Department | State of Kuwait
- Accurately processed over 500 purchase orders and sales invoices monthly, ensuring 100% data accuracy and on-time billing, contributing to streamlined cash flow and client satisfaction
- Served as the primary point of contact for client inquiries, resolving 90% of issues on first contact and consistently maintaining strong, long-term client relationships
- Maintained and updated over 1,000 sales and customer records, improving reporting accuracy by 30% and contributing to smoother operational workflows
- Gathered and relayed critical customer feedback to relevant departments, directly contributing to service enhancements and measurable improvements in customer satisfaction
- Used daily performance reports and sales dashboards to monitor progress, flagging underperformance early and collaborating with team leads to realign efforts
- Streamlined sales operations through high-level administrative support, including document preparation and logistics coordination, resulting in increased team efficiency and faster turnaround times
- Prepared and issued detailed quotations and organized sales order documentation for corporate clients, improving turnaround time and enhancing the professionalism of client interactions