

AHMED SABRY AHMED

B.Sc Computer Science

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EXPERIENCE

Desktop Support Analyst

St Joseph's Healthcare

June 2024 – present

Hamilton, ON

- Deployed internal Git server (Gitea + MySQL), improving collaboration and version tracking for all IT automation scripts.
- Automated printer and user cleanup across 800+ Ricoh printers using PowerShell and Excel, reducing manual workload by over 60%.
- Built FastAPI service to ingest CSV files from SFTP into SQL, enabling automated reporting and reducing manual data entry.
- Consolidated multi-site printer asset data into an Access database, enhancing auditability and procurement planning.
- Standardized device setup using login scripts and drive mapping (Python, PowerShell, Tinkerer), accelerating deployment time.
- Delivered Tier 2 support for 10+ sites using ServiceNow, SCCM, Intune, Cisco ISE and Exchange, improving issue resolution efficiency.

Deployment Technician

Microserve

May 2023 – June 2024

Victoria, BC

- Deployed and imaged 1,000+ desktops in hospitals, ensuring healthcare compliance.
- Reduced setup time using batch automation for imaging and deployment.
- Maintained endpoint stability and performed clinical/admin system updates.

Computer Science Student

University of Victoria

Sept 2019 – May 2023

Victoria, BC

Studied software development, machine learning, and data analytics through academic projects.

Software Developer Intern

Nasser Bin Khalid Co.

May 2019 – Aug 2019

Doha, QA

- Built Java Swing desktop system to digitize shipping workflows.
- Migrated development to Git, enhancing collaboration and version tracking.

PROJECTS

- Arabic OCR Web App – FastAPI, React, NLP, Docker, Git, Scikit-learn
- GTA Highway Collision Analysis – R, Tidyverse, SQL, Tableau
- Document Search Engine – Python, Elasticsearch, Kafka, Docker
- RDP Web Server – Python, PicoNet, TCP/IP, Oracle VM
- Stock Market Discord Bot – JavaScript, Node.js, Alpha Vantage API
- Group Chat Mobile App – Java, Android Studio, Firebase
- RL-Controlled Car – Python, Gym Retro, Reinforcement Learning

SUMMARY

Aspiring Data Analyst and Software Developer with a background in IT infrastructure and automation in healthcare environments. Experienced in collecting, cleaning, and analyzing operational data to support business decisions and improve system efficiency. Skilled in Python, SQL, Excel, Power BI, and automation scripting. Strong foundation in bridging IT operations with data workflows through version control, API development, and reporting tools.

CERTIFICATES



Google Data Analytics Professional Certificate

Topics: SQL, R, data cleaning, visualization, case studies (Tableau, Power BI)



Stanford Online – Supervised Machine Learning

Regression, classification, loss functions, model evaluation

SKILLS

Problem Solving

Communication

Process Optimization

Pattern Recognition

Quick Learner

Python

Java

JavaScript

HTML/CSS

Power BI

Tableau

Data Cleaning

Feature Engineering

Model Evaluation

Supervised Learning

REST APIs

Git

SQL/MySQL

CI/CD

LANGUAGES

English

Arabic



EDUCATION

B.Sc. in Computer Science

University of Victoria

Sept 2019 – May 2023