

# RIAN ZAMAN

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## SUMMARY

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Currently pursuing a degree in Computer Science and actively seeking a position in IT. Expected to complete CompTIA A+ and Google IT Support Professional Certificates by 2025.

## EXPERIENCE

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### PC BUILDING

MAR 2017 - Present

#### IT support

Toronto, ON

- Fully built 10+ PCs from scratch for various friends and families.
- Troubleshooted and repaired PCs.
- Experience with setting up and configuring routers, printers and mobile devices.

### PIZZA NOVA

JUN 2017 - Present

#### Customer service

Toronto, ON

- Communicated effectively while assisting customers through product transactions, reducing check-out wait times and creating a positive, lasting impression.
- Trained store associates by providing knowledge, guidance and encouragement, for improved customer interactions and business operations.
- Provided professional insights and product recommendations by effectively listening to and understanding the needs of each customer, ensuring a high-quality company reputation.

## TECHNICAL COMPETENCIES

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**PROGRAMMING LANGUAGES** Experienced: SQL      Familiar: CSS | HTML | Python  
**SOFTWARE & TOOLS** JIRA Confluence | MS Excel | MS Word  
**LANGUAGES** Native: English | Fluent: French

## EDUCATION

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### TORONTO METROPOLITAN UNIVERSITY

2021-Present

Business Technology Management

### WESTERN GOVERNORS UNIVERSITY

Expected to graduate 2026

BS in Computer Science