

Adam Mikayel

Fullstack Web Developer

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Profile

I am a full-stack web developer. I make the transition to this career pathway because of my interest in technology and innovation, my desire to work on challenging and impactful projects, my appreciation for the flexibility and versatility of the field, my interest in the potential financial stability and personal growth opportunities that software engineering can offer.

Skills

HTML/CSS, JavaScript, React.js & JSX, NPM, React Router, Node.js, Axios, Express.js, Passport.js, MySQL, Jira, Github, TypeScript, Knex.js, REST and SPA, Heroku

Project:

Italian Restaurant App:
An interactive and user-friendly Italian restaurant website application that allows customers to browse the menu, make orders for either pickup or delivery, and keep track of their orders.

Experience

Technical Support Representative | Apple

JULY 2022 - April 2023, TORONTO, ON

- Proficient in troubleshooting IOS devices (iPhone/iPad/Apple Watch) and MacOS devices.
- Maintained a high level of accuracy and attention to detail in managing customer data and cases, resulting in efficient case resolution and positive feedback from customers.
- Experience in managing customer data and cases in a ticketing system.
- Strong communication skills for handling incoming calls and providing technical support.

Data Center Technician | Microsoft

DEC 2021 - JUNE 2022, TORONTO, ON

- Successfully reconciled discrepancies in storage media and DBD inventory, resulting in improved accuracy and accountability of assets.
- Conducted physical audits of storage media and DBDs, ensuring that all assets were accounted for and in proper working condition.
- Effectively repaired servers following documented procedures, resulting in increased uptime and reliability of server systems.
- Provided timely on-call asset management and technical support, resulting in improved customer satisfaction and reduced downtime.

Service Desk Technician | Scarborough Health Network

AUG 2021 - NOV 2021, TORONTO, ON

- Provided timely and effective support to end users, resulting in increased satisfaction and productivity.
- Maintained accurate and up-to-date user accounts on Active Directory, ensuring that all users had access to the resources they needed.
- Effectively utilized Jira ticketing system to manage and prioritize support tickets, resulting in improved efficiency and productivity in the support process.

EDUCATION

BrainStation | Diploma, Software Engineering

MAY 2023 - AUG 2023, TORONTO, ON

Ashworth College | Diploma, Business Management

AUG 2020 - AUG 2021, Peachtree Corners,