

HAMID SAMADI

CUSTOMER SUPPORT ENGINEER | LINUX, WEB & CLOUD SUPPORT

Richmond Hill, ON | 647-667-5503 | hamidsamadivaghefi@gmail.com

[LinkedIn](#) | [Portfolio](#)

PROFESSIONAL PROFILE

Customer support professional with direct Tier 1-2 experience and 8+ years in customer-facing roles. Troubleshoots Linux/Ubuntu, web services, DNS, remote access, REST APIs, cloud infrastructure, and Windows/Microsoft 365 issues. Strong at ticket triage, reproducing problems, documenting evidence, guiding users clearly, and escalating complex cases with complete technical notes.

CORE TECHNICAL STRENGTHS

- **Customer Support:** Email and phone support, ticket triage, first-contact resolution, SLA awareness, escalation, and incident documentation.
- **Linux & Web Services:** Ubuntu, SSH, systemd, service logs, DNS, ports, firewall rules, environment variables, and secure remote access.
- **Application Support:** Python, FastAPI, REST APIs, JSON, SQLite/PostgreSQL, validation, error handling, Git/GitHub, and bug reproduction.
- **Cloud & Infrastructure:** Azure/AWS fundamentals, VPS administration, networking, identity/RBAC, monitoring, backup, and deployment troubleshooting.

PROFESSIONAL EXPERIENCE

Outlier AI | *Freelance AI Data Specialist - Technical Quality Review*

Remote | Jan 2025 - Present

- Evaluate technical responses for accuracy, reliability, clarity, and instruction compliance while documenting reproducible errors and recommended corrections.
- Research unfamiliar systems, compare evidence, isolate likely causes, and produce precise written feedback while working independently under deadline.

Nordia / Bell Support Environment | *IT Support Technician*

Toronto, ON | Sept 2021 - Jan 2023

- Managed Tier 1-2 support requests involving Windows, Microsoft 365, user accounts, email, hardware, software, VPN, Wi-Fi, and business connectivity.
- Triage inquiries, gathered symptoms, guided users through clear troubleshooting steps, and aimed for resolution before escalation.
- Diagnosed DNS, DHCP, VPN, router/modem, latency, and endpoint issues and documented actions, results, and escalation notes.
- Maintained accurate ticket records and explained technical information patiently to non-technical users.

iMarketing Solutions Group | *Client Solutions Advisor - Technical Sales*

Toronto, ON | Jan 2018 - July 2021

- Supported customers by phone and digital channels, identified technical and service needs, and explained product features, limitations, and next steps clearly.
- Maintained detailed CRM notes, follow-ups, issue history, and client relationships while coordinating with service and internal teams.

PROFESSIONAL EXPERIENCE - CONTINUED

Canadian Tire Bank | *Financial Solutions Sales Specialist*

Toronto, ON | Jan 2015 - Dec 2017

- Handled complex customer inquiries involving digital products and applications while maintaining accuracy, compliance, and clear communication.
- Built trust through patience, active listening, and solution-focused support in a high-volume environment.

SELECTED WEB, CLOUD & SUPPORT PROJECTS

Linux VPS & Web Service Support Lab | *Ubuntu, SSH, systemd, DNS, Firewall, Logs*

- Administered private Ubuntu VPS environments through SSH, configured services, reviewed logs, managed DNS records, ports and firewall rules, checked uptime, and troubleshooted service failures.

Full-Stack Web Application Deployment | *Next.js, TypeScript, Prisma, PostgreSQL, Vercel*

- Built and deployed a production-style web application with validation, database persistence, authentication, API integrations, environment variables, logging, and deployment troubleshooting.

Python API & Support Automation Tools | *Python, FastAPI, REST APIs, SQLite, JSON, Git/GitHub*

- Built API and automation prototypes with health checks, data storage, validation, structured logs, error handling, diagnostic reports, and repeatable support workflows.

Cloud & Network Administration Labs | *Azure, AWS, DNS, Identity, Networking, Monitoring*

- Practised cloud VM, storage, networking, IAM/RBAC, security-rule, monitoring, and backup/recovery concepts in Azure and AWS learning environments.

ADDITIONAL HANDS-ON EXPERIENCE

- **Custom PC Builder & Hardware Troubleshooter:** 10+ years building, upgrading, diagnosing, and repairing PCs, including Windows installations, drivers, BIOS settings, storage, cooling, and component replacement.
- **Local AI & GPU Workflow Platform:** Configured local model endpoints and Windows/Linux services; troubleshooted ports, paths, environment variables, dependencies, startup behaviour, and logs.
- **Scotts Canada / Home Depot:** Worked independently across GTA locations, corrected on-site issues, maintained accurate completion records, and consistently met schedules.

EDUCATION

Seneca Polytechnic - Diploma, Computer Systems Technician | Toronto, ON | 2023 - 2025

- Enterprise networking, Windows/Linux administration, Active Directory, endpoint support, security fundamentals, and cloud computing basics.

CIMT College - Diploma, Network Administration | Toronto, ON | 2022 - 2023

- Hardware, operating systems, routing and switching fundamentals, cybersecurity basics, cabling concepts, and scripting fundamentals.

LANGUAGES & ADDITIONAL INFORMATION

- **Languages:** English and Persian (Farsi)
- **Remote Collaboration:** Experienced working independently, documenting work clearly, and communicating through digital channels.
- **Location:** Richmond Hill, Ontario, Canada