

Sam Alemam

IT Technician · Dispatch & Logistics Coordinator · Cybersecurity Graduate

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PROFESSIONAL SUMMARY

Hands-on IT professional and cybersecurity graduate with experience across hardware repair, network administration, and logistics operations. Skilled in Linux, macOS, and Windows environments. Self-directed builder with active personal projects spanning iOS development, self-hosted infrastructure, and web development. Known for diagnosing complex issues quickly, working independently under pressure, and delivering reliable results.

WORK EXPERIENCE

Dispatch / Logistics Coordinator

DT Tire · Edmonton, AB · May 2024 – Present

- Coordinate daily dispatch operations for a team of 20–45 drivers (peak season), managing 6 runs per day across the Edmonton area using SAP.
- Optimized delivery routes and improved ETA accuracy, reducing delays and increasing driver efficiency.
- Serve as the primary point of contact between drivers, CSR team, sales, and customers for real-time issue resolution.
- Manage customer pickups and handle escalations with professionalism under high-pressure conditions.

IT Technician

ICT Solution · Slave Lake, AB · August 2023 – April 2024

- Diagnosed and resolved 50+ critical hardware failures (motherboard, PSU, RAM, HDD/SSD), contributing to a 35% reduction in client downtime.
- Installed and configured Windows 10/11, macOS, and Linux systems; performed driver updates and software deployments.
- Resolved LAN/Wi-Fi issues, configured routers/switches, and assisted with VPN setup for remote employees.
- Managed 100+ support tickets/month with a 95% SLA resolution rate; conducted end-user security training.
- Maintained inventory of 150+ IT devices including warranty tracking and documented repair logs.

Delivery Driver

DT Tire · Edmonton, AB · June 2021 – August 2023

- Delivered 50+ daily shipments across Edmonton with a 100% on-time record through precise route planning.
- Maintained professional client interactions representing the company brand on every delivery.

Department Manager / Sales Associate

Hudson's Bay Company · Edmonton, AB · November 2017 – June 2021

- Served 50+ customers daily, processing transactions and managing returns with a 98% satisfaction rate.
- Supervised and trained 5+ staff on POS systems, sales techniques, and floor operations.
- Managed inventory levels, reported discrepancies, and assisted in quarterly audits.

PERSONAL PROJECTS

Home Lab Server

- Built and maintain a self-hosted Ubuntu server running Pi-hole (network-wide ad blocking), Jellyfin (media server), Nextcloud (private cloud storage), and WireGuard VPN.
- Configured UFW firewall, Fail2ban intrusion prevention, SSH key-only authentication, and automated security updates.

- Set up port forwarding, DDNS-ready public access, and organized NVMe + 2TB external HDD storage.

SnapSort Pro — iOS App

- Designed and developed a Tinder-style photo sorting iOS app in Swift/Xcode with swipe gestures, Face ID lock, video playback, and a card-based UI supporting 5,000+ photos.
- Handled full product lifecycle: concept, UI/UX design, logo creation, and App Store deployment prep.

Personal Website — alemam.dev

- Built and deployed a personal portfolio site using HTML, CSS, and JavaScript; hosted via GitHub Pages with Cloudflare DNS, HTTPS enforcement, and custom domain email routing.

EDUCATION

Diploma in Cybersecurity & Computer Support

CDI College · Edmonton, AB · June 2021 – March 2023

- Key courses: CompTIA A+, Network+, PC Maintenance, Operating Systems, Cybersecurity Fundamentals.
- Completed 100+ hours of hands-on IT support practicum covering hardware repairs and help desk operations.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, macOS, Ubuntu/Linux (daily use)

Networking: TCP/IP, DNS, DHCP, VPN (WireGuard), router/switch config, firewall (UFW)

Hardware: Motherboard, RAM, HDD/SSD, PSU diagnostics and replacement

Security: Fail2ban, SSH hardening, Pi-hole, malware removal, patch management

Self-Hosted / DevOps: Docker, Jellyfin, Nextcloud, Pi-hole, Portainer, Ubuntu Server

Development: HTML, CSS, JavaScript, Swift/Xcode (iOS), Git, GitHub Pages

Tools & Software: SAP (dispatch), Microsoft 365, Active Directory, PowerShell basics

CERTIFICATIONS

- CompTIA A+ — In Progress
- CompTIA Network+ — In Progress