**Skills Summary**

* Exceptionally capable in troubleshooting software and hardware issues across a variety of platforms
* Strong emphasis on customer service, working dynamically within the team, and problem solving
* Fluent knowledge of Windows OS (XP, Vista, 7, 8, Server 2003), Android systems since 2.2, BlackBerry OS, mobile iOS devices, WYSE terminals, network MFU and printer operation
* Very experienced with the enterprise environment, IT Systems, Office Suite, Microsoft Exchange, Active Directory, LANDESK, HEAT, Remote Desktop Connection, BlackBerry Enterprise Server
* Familiar with computer hardware and peripherals through construction of personal computer
* Competent at task management, adhering to deadlines and expending additional effort as needed

**Work/Volunteer Experience**

**PC Support Specialist, Livingston International (**December 2013 - April 2014)

* Responsible for providing internal support to 1000s of employees, in 100+ locations globally, by phone, email and/or in person
* Addressed issues in the following areas: PC (hardware and software), Office 365, BlackBerry device and network, domain and VPN access, printers and MFUs, security account issues etc.
* Acted as monthly team captain which involved: facilitating communication between the IT director and the team, distributing daily team reports, overseeing the flow of up to 200 support tickets at a time, allocating tasks to team members and managing crises
* Additional responsibilities included: preparing documentation for rollout upgrade to WYSE terminals, issuing of replacement PCs, basic server management, tasks in Microsoft Exchange, constructing inventory reports, investigating potential software rollouts, assisting in moves
* Proven track record in being able to learn and apply several technical operations on a daily basis; proficient in performing several tasks in a concurrent fashion
* Greatly developed interpersonal skills by interacting with management, users and the team

**Club President, Initiative for Neuroscience and Dementia Northern Branch** (2012-2013)

* Responsible for: holding weekly meetings, coordinating fundraising projects, communicating with I.N.D clubs established at other high schools, member recruitment, appointing leadership roles, task assignment and goal setting
* Achieved valuable leadership experience, and skills in public speaking and time management

**Member (Electrical Team), Midnight Sun Solar Race Car Team** (2014 - Present)

* Attended weekly meetings and learned about various components and projects involved with the design of a solar powered vehicle
* Worked with the battery team and performed basic circuit-board operations, gained exposure to Altium (a collaborative circuit design software that uses version control) and soldering

**Tutor, Lending Innovative Free Tutoring (LIFT)** (2011-2013)

* Travelled to and tutored students in elementary school as part of an afterschool program
* Consistently demonstrated the ability to be punctual and convey knowledge to the students

**Formal Education**

**Candidate for Bachelor of Applied Science,** Computer Engineering, University of Waterloo, ON,

Sept. 2013 - Present

**Relevant Courses (In-Progress):**

* **Introduction to Computer Science (Harvard edX):** Emphasis on object oriented programming fundamentals and programming logic. Languages include C, PHP, JavaScript, SQL, CSS and HTML.
* **Introduction to Linux (Linux Foundation):** Develop a good working knowledge of Linux using both the graphical interface and command line, covers major Linux distribution families.
* **Developing Android Apps (Google):** Build an app in Android Studio and learning proper practices specifically for Android application development.

**Ontario Secondary School Diploma,** Gifted Program, Northern Secondary School, Toronto, ON, 2013

**Personal Projects**

* **Project Toolkit** -Brought together a team and collaborated, using GitHub, on a console application written in C#, applied OOP principles and implemented data structures.
* **Personal Website** - Continually updating and modifying a personal webpage using HTML and CSS, contains screenshots, links to my projects and a description of my current work.
* **Assembling Computer** -Acquired parts and constructed a desktop computer independently.
* **Technical Report Writing** -Formatted a technical report, regarding Fuel Cell technology, in IEEE and constructed appendices containing calculations using LaTeX (document markup language).

**Academic Awards**

* Entrance Scholarship of Distinction, University of Waterloo, Sept 2013
* Received honours for academic distinction, Northern Secondary School, June 2013
* Gifted Certificate, Northern Secondary School, June 2013 (completed 20 gifted courses)
* Business Certificate, Northern Secondary School, June 2013 (completed 4 business courses)

**Hobbies and Clubs**

* General Member, Toques for The Impoverished Toronto (2011-2013)
* General Member, Northern Math, Engineering and Sciences Association (2009-2013)
* Passionate about learning and applying computing concepts in a creative fashion
* Very much intrigued by elegant and dynamic UI design for software and web pages
* Enjoy using, researching and experimenting with various technological devices
* Informal experience with Photoshop, GIMP and similar photo and video editing tools
* Fond of all sorts of collaboration, sharing of ideas, and transfer of knowledge