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KEY QUALIFICATIONS

Communication	French: Fluent English: Fluent
Analytical skills	Analyze complex systems and large datasets to identify issues, solve problems, and develop effective solutions.
Technical Skills	<p><u>Software Programming Languages</u>: Java, JSON, Python, YAML, HTML, PowerShell.</p> <p><u>Database Systems</u>: MySQL, MariaDB, MongoDB.</p> <p><u>Operating Systems</u>: Windows Server Datacenter 2016, Ubuntu.</p> <p><u>Infrastructure Management</u>: Active Directory (AD), Active Directory Sites and Services, DNS, DHCP, Web Server (IIS), Group Policy Objects (GPO), Windows Deployment Services (WDS), Microsoft System Center Configuration Manager (SCCM).</p> <p><u>Virtualization</u>: VMware vSphere, Proxmox VE, Oracle VirtualBox.</p> <p><u>Machine Learning</u>: Understanding of basic concepts including supervised learning, text classification, and sentiment analysis. Proficient in Jupyter Notebook and TensorFlow for model development. Experienced in text classification and convolutional neural networks (CNNs) for natural language processing. Skilled in model evaluation, data preprocessing, feature engineering, and data visualization.</p> <p><u>Microsoft Azure</u>:</p> <ul style="list-style-type: none">❖ Azure Compute Services: Creating and managing virtual machines in Azure.❖ Azure Storage: Creating and managing Azure storage accounts (blob storage, file storage, queue storage, table storage, Cosmos DB, Azure Cache for Redis).❖ Azure Networking: Managing cloud networking infrastructure, including Virtual Networks, load balancers, Azure Application Gateway, VPN connections, Azure Front Door, Azure CDN, and Azure Traffic Manager.❖ Microsoft Azure Identity: Creating and managing tenants, users, and groups; setting up and managing role-based access control, Azure Policy, multi-factor authentication (MFA), PIM, and conditional access.❖ Microsoft Exchange Online: Managing user mailboxes, licenses, and configuring mailbox permissions.❖ Azure Security: Configuring Azure security services, including Azure Firewall. <p><u>DevOps</u>:</p> <ul style="list-style-type: none">❖ CI/CD: Proficient in utilizing GitHub for version control and automation, particularly with GitHub Actions.❖ Containers: Knowledgeable in Docker for containerization and Kubernetes for container orchestration.❖ Cloud Platforms: Skilled in deploying and managing applications on Azure, with understanding of Azure Kubernetes Service (AKS) and Azure Container Registry.❖ Monitoring: Familiar with monitoring and analyzing system performance using Azure Monitor with Log Analytics and Insights.❖ Version Control: Experienced in using Git for code management and collaboration.

EXPERIENCE

2018/05- Present **IT Analyst, Medavie BlueCross.**

- ❖ Troubleshooting technical issues and providing end-user support.
- ❖ Evaluating and recommending technology solutions to enhance business processes.
- ❖ Collaborating with various teams, including project managers, software developers, cybersecurity specialists, and business analysts, to ensure project success.
- ❖ Staying updated on emerging technology trends and best practices through research.
- ❖ Administering user accounts and system assets.
- ❖ Providing setup and support for Office 365.
- ❖ Managing system updates with Microsoft System Center Configuration Manager.
- ❖ Creating collections for software updates and system patching.
- ❖ Supporting mobile devices with Microsoft Intune.
- ❖ Setting up VDI systems for remote users using VMware vSphere.
- ❖ Troubleshooting VPN connections, VOIP, and videoconferencing systems.
- ❖ Documenting new technology implementations in production.
- ❖ Offering support to the IT Help Desk team.

2018/01-2018/04 **Software Developer, Pirel Inc. (4-month contract)**

- ❖ Collaborate with developers to design algorithms and flowcharts.
- ❖ Integrate software components and third-party programs.
- ❖ Verify and deploy programs and systems.
- ❖ Troubleshoot, debug, and upgrade existing software.
- ❖ Gather and evaluate user feedback.
- ❖ Create technical documentation for reference and reporting.
- ❖ Creating and maintaining software applications for clients.
- ❖ Coding, testing, debugging, and documenting software applications.

2013/01-2016/12 **Technical Support Analyst, Rogers, Inc.**

- ❖ Responding to client calls regarding local and wide area network connectivity issues.
- ❖ Troubleshoot network issues, including slow internet speeds and connection drops, to ensure optimal performance for customers.
- ❖ Escalated complex technical issues to network engineering teams for further investigation and resolution.
- ❖ Recommending equipment and server upgrades for improved functionality.
- ❖ Identifying and resolving technical issues related to Rogers' products and services, including internet connectivity, TV services, and mobile devices.
- ❖ Escalating complex issues to the appropriate department for further investigation.
- ❖ Collaborating with other teams, such as network operations, engineering, and customer care, to ensure the timely and efficient resolution of technical issues.
- ❖ Stayed up to date on the latest telecom technologies and industry trends through training sessions and self-study to enhance technical skills and knowledge.
- ❖ Handling customer inquiries and providing technical assistance to resolve issues.
- ❖ Assisted customers with router configuration, port forwarding, and firewall settings to optimize their network setup.

EDUCATION

- 2023 Microsoft Certified Azure Solutions Architect Expert
- 2022 Bachelor of Computing, Edinburgh Napier University
- 2021 Microsoft Certified Azure Cloud Fundamentals
- 2012 College Diploma in Computer Science, University of Saint Boniface