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## KEY QUALIFICATIONS

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**Communication** French: Fluent  
English: Fluent

**Technical Skills** Software Programming Languages: Java, JSON, Python, YAML, HTML, PowerShell.  
Database Systems: MySQL, MariaDB, MongoDB.  
Operating Systems: Windows Server Datacenter 2016, Ubuntu.  
Infrastructure Management: 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).  
Virtualization: VMware vSphere, Proxmox VE, Oracle VirtualBox.  
Microsoft Azure:

- ❖ 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.

Amazon Web Services:

- ❖ Elastic Compute Cloud: Experienced in launching, configuring, and managing EC2 instances, including setting up auto-scaling groups and load balancers.
- ❖ Simple Storage Service: Creating, managing, and securing S3 buckets for scalable storage solutions.
- ❖ Virtual Private Cloud: Skilled in setting up and managing VPCs, including subnets, route tables, NAT gateways, and security groups.
- ❖ Elastic Load Balancing (ELB): Experienced in setting up and managing Elastic Load Balancers for traffic distribution across multiple targets.
- ❖ EKS (Elastic Kubernetes Service): Deploying and managing Kubernetes clusters using Amazon EKS.

DevOps:

- ❖ 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

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- 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

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- 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