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KEY QUALIFICATIONS

Languages French
English

Technical Skills **Software Programming Languages:** Java, JSON, Python, YAML, HTML, PowerShell.
Database Systems: MySQL, MariaDB, MongoDB.
Operating Systems: Windows Server Datacenter 2016, Ubuntu, Red Hat.
Infrastructure Management: Active Directory Sites and Services, DNS, DHCP, Group Policy Objects, Microsoft System Center Configuration Manager.
Virtualization: VMware vSphere, Proxmox VE.
Microsoft Azure:

- Elastic Compute Cloud (EC2): Launching, configuring, and managing instances with auto-scaling and load balancing
- Simple Storage Service (S3): Creating, managing, and securing buckets
- Virtual Private Cloud (VPC): Managing subnets, route tables, NAT gateways, security groups
- Elastic Load Balancing (ELB): Configuring traffic distribution across multiple targets
- EKS (Elastic Kubernetes Service): Deploying and managing Kubernetes clusters

Artificial Intelligence (AI) and GenAI:

- Designed and implemented intelligent AI agents to automatically handle email responses, retrieve and summarize information (RAG agents), and engage in conversational interactions.
- Integrated these AI workflows with n8n, hosting them on Linux servers within Docker containers to ensure reliability and scalability.
- Proficient in Retrieval-Augmented Generation (RAG) and conversational AI techniques.
- Experienced managing data for these AI solutions using SupabaseDB and PostgreSQL.

Amazon Web Services:

- Elastic Compute Cloud (EC2): Launching, configuring, and managing instances with auto-scaling and load balancing
- Simple Storage Service (S3): Creating, managing, and securing buckets
- Virtual Private Cloud (VPC): Managing subnets, route tables, NAT gateways, security groups
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DevOps:

- CI/CD: GitHub for version control and automation (GitHub Actions)
- Containers: Docker for containerization, Kubernetes for orchestration
- Monitoring: Azure Monitor with Log Analytics and Insights
- Version Control: Git for code management and collaboration
- Infrastructure as Code: Basic knowledge of Terraform

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

- 2022 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