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# Andre Co

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## Relevant Skills

- **Coding Languages** | Proficient in HTML, CSS, JavaScript/React, PHP, SQL, Python, and Java.
- **Hardware & Software** | Experienced in Technical Assembly, Installation, Debugging, Troubleshooting, Maintenance, Compilation and Deployment.
- **Desktop Applications** | Skilled in programs such as PowerBi, MS Office Suite, Adobe Suite, SCOM, SCCM, Tanium, Zabbix, PowerShell, VMware and VSCode.
- **Client Relations** | Unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- **Leadership** | Voluntarily taking responsibility and accountability to motivated peers by setting clear goals during team collaborations.
- **Communicator** | Developed strong verbal communications through work and university experience, which in turn resulted in the ability to communicate confidently and professionally with peers and clients.
- **Self-motivated** | Ability to prioritize, meet tight deadlines, and manage multiple priorities at once.

## Education

### Bachelor of Computer Information Systems

2018 - 2022

Mount Royal University

Calgary, AB

- Minor in Finance
- Finished studies. Looking to get more experience prior to graduation
- Awaiting Graduation June 2023
- Cumulative GPA 3.40 / Dean's Honor Roll 2020

## Class Projects

- **Project Leader** | Lead numerous teams through a variety of projects by taking initiative, problem solving, and motivating the team to accomplish the goals at hand.
- **Computer Information Systems** | Coded a variety of projects including websites, applications, games, and algorithms with the use of Java, Python, SQL, PHP, JavaScript, HTML, and CSS
- **Finance & Business** | Created reports, graphs, and charts using excel and other tools to assist senior management in making financial decisions to further encourage the growth of the company.
- **Class Instruction** | With my team, delivered a module on Management Theory as part of the Employee Relations course.

## Work Experience

### Server Analyst

**January 2022 – Current**

Canadian Natural Resources Ltd. (CNRL)

Calgary, AB

- Performed Physical, Windows, and Hyper-V server configurations and installations of images.
- Monitored and maintained servers by utilizing Microsoft Server Tools including SCOM, SCCM ensuring quality complies with CNRL's standards.
- Trained in MS Azure Cloud Administration.
- Maintained the tracking and recording of all server assets of CNRL.
- Performed daily checks of all server assets to maintain their integrity and prevent vulnerabilities likely to expose CNRL's confidential information.
- Resolved issues that arise daily via Remedy ticketing system.
- Experienced with using Zabbix, Tenable, Azure, and Tanium.
- Knowledge and experienced in change management and process improvement.
- Always looking to improve and streamline processes to create new strategies for a more consistent and effective work environment.
- Work with Business System Analysts and clients with server related issues and concerns.

### Customer Service Team Member

**January 2016 – June 2021**

KFC Crowfoot (Hi-Flyer Canada Inc.)

Calgary, AB

- Trained and mentored newly hired employees on duties, responsibilities, and procedures. Enabling them to perform their job in a way that meets quality standards.
- Provided outstanding customer service in a fast-paced and stressful environment by being exceptionally attentive, professional, and friendly; efforts lead to higher customer satisfaction measured by feedback system.
- Exemplified tremendous teamwork by supporting staff members where needed, resulting in an overall increase in effectiveness and efficiency throughout the restaurant.
- Experienced in managing customers, challenging situations, and resolve conflicts.

## Campus Involvement

### Executive Leader

**January 2020 – December 2021**

Catholic Christian Outreach MRU

Calgary, AB

- Assist campus leaders in organizing campus events to enhance the student experience through sports, gatherings, and weekly meetings to discuss faith.
- Lead a group of people through a 7-week faith study where we guide and assist university students through their spiritual journey.
- Reach out to people who are simply curious about Christianity and encourage them to discover their faith.

## Interests

- **Custom Computer Building** | Passion for assembling computer hardware for friends and customers.
- **Stock Market** | Regularly monitor and analyze companies and invest whenever there are profitable opportunities.
- **Blockchain Technology** | Great interest in blockchain technology, especially NFTs and Cryptocurrencies.
- **Automotive** | Passionate about cars. Experienced with maintaining, troubleshooting, detailing, and repairing a variety of vehicles.
- **Java** | Coded numerous projects throughout my studies that mainly focuses on Java development.
- **Python** | Engage in small python projects that focus on re-making games with a fun twist to them.

