

Andre Co

587-969-2517 | andrecyrilco@hotmail.com | [LinkedIn Profile](#) | [Portfolio](#)

Relevant Skills

- **Coding Languages** | Proficient in HTML, CSS, JavaScript/React, PHP, SQL, Python, Git, Java and APIs.
- **Hardware & Software** | Experienced in Network/System Administration that includes Technical Assembly, Installation, Debugging, Troubleshooting, Maintenance, Compilation and Deployment.
- **Desktop Applications** | Skilled in programs such as SharePoint, PowerBi, MS Office Suite, Adobe Suite, SCOM, SCCM, Tanium, Zabbix, PowerShell, IIS, and VMware.
- **Client Relations** | Unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win client loyalty.
- **Leadership** | Demonstrated leadership skills by setting clear goals and motivating peers during team collaborations.
- **Self-motivated** | Self-motivated with the ability to prioritize, meet tight deadlines, manage multiple priorities, and consistently deliver outcomes on schedule.

IT Field Experience

IT Analyst Student

April 2023 – Current

Repsol Canada Unit

Calgary, AB

- Responsible for maintaining and monitoring the computer workstation environment by resolving work requests, installing hardware and software, analyzing system requirements, and deploying systems to the field.
- Provide technical support in-person and remotely to internal teams to ensure fluid business operations.
- Usage of analytical tools to identify the correct path for troubleshooting.
- Recognize technical problems and trends and collaborate with internal support teams to determine escalation and resolution.
- Develop applications using existing and emerging technology platforms.
- Developed PowerApps applications for Business and IT needs.
- Conduct analysis of organizational needs and goals for the development and implementation of application systems.

Server Analyst Student

January 2022 – December 2022

Canadian Natural Resources Ltd. (CNRL)

Calgary, AB

- Expertise in Physical, Windows, SCADA, and Hyper-V server configurations and image installations.
- Proven track record of monitoring and maintaining servers using Microsoft Server Tools such as SCOM and SCCM, successfully maintaining 1000+ server assets in the environment.
- Trained in MS Azure Cloud Administration.

- Responsible for tracking and recording of all CNRL server assets, with a focus on maintaining their integrity and protecting confidential information.
- Performed daily server asset checks to prevent vulnerabilities and resolve issues efficiently through the Remedy ticketing system.
- Hands-on experience with Zabbix, Tenable, Azure, and Tanium.
- Adept in change management and process improvement. Continuously seeking ways to streamline processes and create a more efficient work environment.
- Collaborate with Business System Analysts and clients to address server-related issues and concerns.
- Committed to maintaining high work standards and improving the overall work environment and processes.

Work Related Projects

CNRL - Remedy Upgrade Project

- Heavily involved in a 12-month project in development and deployment of CNRL's Remedy ticketing system to improve its overall performance and reliability.
- Worked with 10+ teams and the project manager to ensure that server related concerns are handled correctly and in a timely manner.
- Developed, deployed and maintained servers that allows the Remedy application to run efficiently and reliably.

Repsol - Well Activity Management PowerApp

- Developed and deployed an app to further streamline Repsol's internal well management system.
- Ongoing development is being done to enhance experience based on business user's feedback.
- All development work, user acceptance testing and support are done only by me.

Repsol - SharePoint Migration Project

- Lead an initiative to make storage of files across Repsol's internal system more efficient and cost effective.

Other Work Experience

Customer Service Team Member

KFC Crowfoot (Hi-Flyer Canada Inc.)

January 2016 – June 2021

Calgary, AB

- Trained and mentored newly hired employees with a 100% success rate, leading to improved job performance and meeting quality standards.
- Consistently exceeded customer service expectations, resulting in a 20% increase in customer satisfaction ratings based on feedback system.
- Demonstrated exceptional teamwork skills, contributing to a 30% increase in overall effectiveness and efficiency in the restaurant.
- Managed complex customer interactions and resolved conflicts with a 95% success rate, improving customer satisfaction and loyalty.

Campus Involvement

Executive Leader

Catholic Christian Outreach MRU

January 2020 – December 2021

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.

Education

Bachelor of Computer Information Systems

Mount Royal University

2018 - 2023

Calgary, AB

- Minored in Finance
- Graduated with a 3.4 GPA.

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.
- **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.
- **Technology** | Passionate in the technology industry and strives to keep myself educated on existing and state of the art technologies.
- **Portfolio** | Personal Portfolio can be found [here](#), that showcases who I am, and recent projects created.