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## Education

**Bachelor of Science – Specialization in Computer Science**  
University of Western Ontario | London, ON | GPA: 3.6

**September 2021 - Present**  
Expected Graduation Date: December 2024

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## Experience

**Western Technology Services, London, ON**  
**Network Infrastructure Intern**

**April - September 2023**

- Monitored campus networking infrastructure health and status, evaluating access points for areas of improvement such as coverage and efficiency, therefore implementing and configuring new Access Points, complete from assignment, provisioning to installation servicing the over 50,000 student and staff.
- Followed port based VLAN configuration for HP Aruba switches assigning various local area networks based on required function such as public and guest wireless devices, VoIP, and A/V.
- Repaired and Troubleshooted help desk and tech support tickets in Jira.

**Bell Technical Solutions, London, ON**  
**Fiber Service Technician**

**April 2022 - September 2022**

- Excelled in client relations and ensuring service excellence during Fiber Television, Internet, and Telephone Services installations, leading to enhanced customer satisfaction. Directly contributed to operational efficiency by heading a team of new hires, achieving a top 107% efficiency rate.
- Performed technical repair tasks and infrastructure challenges, significantly boosting business revenue by personally driving an increase in monthly sales, consistently securing an average of \$250 in bonus commissions.

**Execulink Telecom, Remote**  
**Remote Technical Support Liaison**

**December 2020 – April 2021**

- Guided customers through CRM (iOS and Android app) and phone service repairs, achieving a 90% first call resolution rate for 50+ customer/client interactions per day.
- Identified root causes of Internet, Phone or TV technical errors and implemented prompt solutions.

**Aerocomp Inc, London, ON**  
**Aerospace Manufacturing Engineering Intern**

**April 2019– October 2019**

- Coordinated delivery and pickup of raw parts/materials based on client and project related timelines, to facilitate smooth and continuous business operations.
- Installed and configured GPS Smart Navigation function using dual GPS sensors. This was done using Compass Calibration resulting in successfully passing flight testing for use in geo-mapping and navigation.

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## Projects

**yourNetwork.ca (News Website Startup 2021)** – Web Developer | Consulted in hiring for students in the Southern Ontario area, developing a platform for young adults to gain experience and exposure in Journalism and news reporting.

**Loyal Communication Inc.** (Cabling and Network Business 2023) | Family-owned business; Developed website, provided administrative functions including invoicing and parts ordering, while working in the field for jobs at one of Ontario's largest Home and hardware retail stores.

**Computer Networking** | <https://github.com/AndreasWisofski/NetworkingSnakeGame>

Two Chatroom Applications Using TCP and UDP written in Python to develop skills in communication between a server and clients, was able to maintain clean contact. Improved to include Server-driven snake game.

**Personal Portfolio Website** | [www.andreaswisofski.github.io](http://www.andreaswisofski.github.io)

Cultivation of HTML, CSS, and JavaScript skills to showcase software developing history and journey.

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## Skills and Hobbies

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Programming : Java, Python, C on !Pop OS

Certification : Google IT Support Pro (2020), Advanced Google Analytics (2019)

Clubs: Western Romanian Club