

ENTRY-LEVEL HELP-DESK TECHNICIAN

- Upcoming university graduate offering a strong academic background in Science and IT (Web development and Information Security concentration).
- Self-taught learner, and adaptable to new technologies; equally successful in both team and self-directed settings, and proficient in a range of computer systems, languages, tools and testing methodologies.
- Training to branch into the field of IT; specifically Software Engineering and Information Security.

EDUCATION

York University, Toronto, ON (Expected May 2025)

B.S. in Biochemistry

WORK EXPERIENCE

Publishing/Managing Director at Daakye Readings Inc., Toronto, ON (January 2021 –Present)

- Oversee acquisition, production, and publication within various department
- Preparing and implementing comprehensive business plans to facilitate achievement.
- Managing and coaching content developers and writers.

Pharmacy Technician, Walgreens Pharmacy, Jersey City, NJ (November 2019 – November 2020)

- Directly assisted an average of 70 customers per day, responding to inquiries and problems.
- Performed billing procedures, accurately handling and recording cash flow.
- Commended by the head pharmacist for efficient and accurate skills in dispensing and calculating medication dosage.

LEADERSHIP ACTIVITIES

Co-Founder/Co-Director Frank Dadson Foundation, Madison, NJ (Sep. 2020 – Present)

- Directing career development and youth in education advocacy programs.
- Managing digital literacy and entrepreneurial training programs.
- Liaison for crowdfunding or fundraising to support the foundation.

EXTRACURRICULAR ACTIVITIES

Awareness Content Creator Simply Neuroscience, San Francisco, CA (August 2021 – Present)

- Writing educational content related to Psychology and Neuroscience.
- Developing online course content for students and subscribers.

General Volunteer American Red Cross, Maplewood, NJ (January 2020 – November 2020)

TECHNOLOGY SUMMARY

Certifications: Google IT Support, IBM Cybersecurity Analyst, Linux Essentials - LPI (in progress), CompTIA Security + (in progress), PTCB Certified Pharmacy Technician (CPhT).

Systems: Windows, Linux, Unix, Mac OS X, iOS, Android.

Networking: LANs/WANs/SANs, TCP/IP, VoIP, DNS, HTTP, Wireless/VPN Architecture, Firewalls, Active Directory Domain Controllers.

Languages: HTML, CSS, JavaScript, Python.

Software: MS Office Suite, Adobe Suite, Virtualization (Hyper-V, VMware), AWS, Database Management, Video conferencing platforms (Zoom, Microsoft Teams).

Hardware: Mac, Desktops, Laptops, Tablets, Printers, Scanners, Projectors.