Ashley Masters

Halifax, Nova Scotia

IT Support Technician

amasters002@gmail.com

Skills and Abilities

Hardware

Researching, Building, Troubleshooting

Researched, Built, and Maintained my main PC, Fixed and Maintained my secondary PC, assembled dozens of raspberry PI computers

Programming

Organization, Modularity, Complex Problem Solving

Independently designed and built a system to dynamically display TA availability using 5 different software tools, teaching myself one of them along the way

Operating Systems

Boot Drives, System Setup, Ongoing Maintenance

Refreshed inventory of boot drives for rapid and streamlined OS deployment, utilize personal setups using both Linux and Windows

Timeline

NSCC – IT Systems and Security   Fall 2025-Winter 2027

Halifax, Nova Scotia

- 61/120 credit hours
- GPA 3.85; 3.77 in Eng/Math/electives, 3.91 in CS classes

Blue Ocean – Customer Service Representative   Apr 2025 - Aug 2025

7051 Bayers Road

- Practice communicating with customers in a friendly and efficient manner
- Providing quality customer service in a high stress work environment

Dalhousie - CS Tech Support Desk   Sept - Dec 2023, Apr – Dec 2024

6050 University Ave

- Learning and using a variety of technologies (PHP, Python, Power Automate and other Microsoft apps, Ticket, Asset, Printing and Authentication systems, SSH)

- Troubleshooting technical issues, such various student software and AV support
- Some experience overseeing coworkers and various tasks/projects
- OS setup, equipment loaning, printer maintenance, moving equipment, odd jobs.
- Hired after co-op term to fill position, extended twice, then a hiring freeze meant I could no longer be extended

Dalhousie University – Computer Science   Fall 2020-Winter 2024
Halifax, Nova Scotia
- 61/120 credit hours
- GPA 3.85; 3.77 in Eng/Math/electives, 3.91 in CS classes

Atlantic Superstore - PC Express/Garden Center/Produce/Cashier   Feb 2022 - Sept 2022
210 Chain Lake Dr
- Learning and excelling in various roles quickly
- Customer service experience in a variety of situations

Dairy Queen - Grill   Oct 2021 - Jan 2022
188a Chain Lake Dr
- Functioning in a high stress environment

CISCO   June 26, 2018
CCNA Routing & Switching: Introduction to Networking

Music   2017 - Present
- Drum lessons February 25, 2018 - July 2021
- I have been learning vocals and guitar while continuing to practice drums

Scouts Canada   September 2008 - August 2019
- Fundraised for and attended 3 Jamborees in 2013, 2017 and a world jamboree in 2019
- Helped organize and run small events as a senior scout
- Experience using a variety of tools with a focus on safety

References
Devi Swathi
>   Director of Tech Services and Infrastructure, Dalhousie Computer Science
>   Deviswathi@dal.ca

Chris Shaw
>   Help Desk Supervisor, Dalhousie Computer Science
>   Christopher.shaw@dal.ca