

Education

Major: Bachelor of Business Information Systems (Honours)

Graduation: December 2021

Minor: Computer Science

Brock University, St. Catharines, Ontario

- Brock Scholar's Award - \$1,500 scholarship awarded per year of study, 80%+ average.
- Information Systems Concentration, 3 Co-ops.

Skills

Programming Languages: Java, C#, Python, HTML, CSS, SQL**Technologies:** Microsoft Excel, IBM SPSS Statistics, ERWIN Data Modelling

Professional Experience

IT / Business Analyst Intern

September 2018 - January 2019

Federal Economic Development Agency for Southern Ontario, Waterloo, Ontario

- Assisted in implementing a new ticketing system using a Salesforce and assisted with integration by building a workflow using an interconnected series of scripts and emails to improve the efficiency of communication for the internal IT helpdesk.
- Completed a hardware and software upgrade for over 100 employees after seeing an opportunity for a more efficient flow of operations with Windows 10 and a new generation of phones.

Deskside Support (Tier 1) Intern

September 2019 – January 2020

Canadian Tire Financial Services, St. Catharines, Ontario

- Managed over 250 users on Active Directory, including building groups, assisting in the oversight in the security of AD groups, and moving users in and out of AD groups.
- Utilized AD to monitor and confirm the software pushes were successful and went to only authorized users to upkeep IT integrity.

IT Specialist (Tier 2) Intern

April 2020 – September 2020

Canadian Tire Financial Services, St. Catharines, Ontario

- Assisted in building over 100 virtual machines to deploy to users moving to remote work due to the pandemic.
- Worked in a team of system administrators overlooking file and folder permissions, remote user security assurance, AD, SCCM, Microsoft Exchange, and Office 365.

Educational Service-Learning, Projects, & Capstones

IBM SPSS Statistics Research Project (Capstone)

September 2021 – April 2022

- Successfully conducted a Binary Logistic Regression Analysis to answer the group-proposed research question, using 8 independent variables to analyze 2300 data entries.
- Concluded that there are significant socioeconomic factors that contribute to a person's likelihood of securing a full-time job for different age, gender, and education groups.

Business Consultant (Capstone)

September 2021 – April 2022

Girotti Machine, St. Catharines, Ontario

- Worked in a team to plan the entry into the American market for a Canadian heavy equipment manufacturing company by analyzing the market and identifying the potential location for a substantial gain of market share in an economy impacted by a pandemic.
- Assisted in the analysis of an in-depth market analysis which concluded an increase in revenue by an estimated 25% was available to be made without expanding current production by forming a strategic alliance with a specific company in a targeted area in the US.

Video Game Developer (Project)

September 2021 – April 2022

- Developed a basic first-person dungeon shooter using C# in the Unity editor by making a road map and applying skills in object-oriented programming to achieve desired results.

Database Administrator (Service-Learning)

September 2020 – April 2021

Evolution Truck & Trailer Service, Niagara Falls, Ontario

- Worked with a team to overhaul and reintegrate an inventory database, purchase history database, and quoting system using Excel that worked cohesively and synergistically when the company was faced with the problem of an inefficient inventory system.
- Led the creation of the documentation for using the new information system. Included a detailed entity relationship diagram and a mapped data-flow diagram for instructions.

Business Developer (Start-up) (Service-Learning)

February 2018 - November 2018

FRAT App, St. Catharines, Ontario

- Successfully captured the market base of over 45 schools in North America by marketing the app as a critical component to social success in universities and colleges.
- Made it more attractive for businesses to advertise by implementing a variable-costing ad system which increase revenue from \$1,500 to \$3,200 over a 4-month period.

References Available Upon Request.