

# Michael Ciampa

michaelciampa10@gmail.com ❖ <https://ciampam98.github.io/Resume-Website/> ❖ (905) 321-2044

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## WORK EXPERIENCE

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### IT Project Support

April 2022 – December 2022

FENA Insurance, Niagara Falls, Ontario

- Worked alongside a team that was responsible for the maintenance and management of company-wide IT inventory and assets, including computer equipment, mobile devices, and peripherals. My responsibilities included:
  - Diagnosing and resolving technical issues related to hardware, software, networking, and printers.
  - Providing support for Microsoft Office, Windows operating systems, and various business applications.
  - Configuring and troubleshooting network connectivity, VPN, and wireless access points.
  - Assisting with user account management, password resets, and access controls.
  - Creating and maintaining documentation for common issues and solutions, as well as user guides for various applications.

### IT Specialist (Tier 2)

September 2019 – September 2020

Canadian Tire Financial Services, St. Catharines, Ontario

- As an IT Specialist, I was responsible for providing technical support to employees in a large organization of over 500 users across multiple locations. I provided both remote and on-site support and collaborated with Tier 1 technicians to resolve escalated issues.
- Responsibilities included: overlooking file and folder permissions, remote user security assurance, building Virtual Machines, VoIP, AD, SCCM, Microsoft Exchange, and Office 365. Utilized AD to monitor and confirm the software pushes were successful and went to only authorized users to upkeep IT integrity.

## PROJECTS

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### Web Scraper for Warhammer 40k Boxsets

- As part of a personal project to learn C# programming and web scraping and save myself and my friends time from always checking websites, I developed a simple web scraping tool using the HtmlAgilityPack library. The goal of the project was to scrape and extract boxset names and prices from a hobby shop.
- This included setting up a development environment and installing the necessary libraries, writing C# code to scrape the website's HTML and extract the boxset names and prices using XPath queries, and exporting the scraped data to a CSV file for further analysis.

## EDUCATION

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### Brock University

B.S. Business Information Systems (Honours), Minor in Computer Science

Graduation: June 2024

St. Catharines, ON

## SKILLS & INTERESTS

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- **Skills:** JavaScript; Java; C#; Python; SQL; HTML; CSS; JSON.
- **Frameworks & Technologies:** ReactJS; MySQL; REST API.
- **Interests:** Weightlifting; Warhammer 40k; Painting; Dungeons & Dragons; Technology; Cooking