

# COURTNEY HAGEN

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## SUMMARY

Recent graduate in the IT Systems Management & Security program at NSCC seeking fulfilling full-time employment in the IT industry.

## EXPERIENCE

**May 2019 – August 2019**

**IT Intern – GeoSpectrum Technologies Inc.**

Responsible for assisting the System Administrator in all tasks. These tasks include but are not limited to decommissioning and deploying machines, remote and local user support, server maintenance and deployment, ESXi and vSphere administration, MS Exchange administration, Active Directory and Group Policy administration, and certificate creation and installation. Also completed major independent projects such as a company-wide IT asset tracking register and writing an IT asset tracking policy.

**March 2016 – April 2019**

**Customer Service Manager – Walmart Canada**

Responsible for managing the efficiency and effectiveness of the front end of the store. Assigned breaks, dealt with customer complaints and issues, troubleshooted technological problems, managed lines, and oversaw a team of up to 22.

## EDUCATION

**September 2018 – April 2020**

**IT Systems Management & Security Diploma**

Nova Scotia Community College

**September 2013 – April 2017**

**Bachelor of Arts – Psychology & Linguistics**

Saint Mary's University

## KEY SKILLS

- SYSTEM ADMINISTRATION (WINDOWS AND LINUX)
- BASH AND POWERSHELL SCRIPTING
- NETWORK ADMINISTRATION (CISCO IOS)
- CUSTOMER SUPPORT
- CLOUD SERVICES (AMAZON WEB SERVICES, AZURE)
- VIRTUALIZATION (VMWARE/ESXI, HYPER-V, VIRTUALBOX)
- IT SECURITY ANALYSIS AND IMPLEMENTATION
- SYSTEMS ANALYSIS & DESIGN
- CONTAINERIZATION (LXD & DOCKER)
- MS EXCHANGE & OFFICE 365 ADMINISTRATION
- IT POLICY WRITING
- TICKET MANAGEMENT (JIRA)