COURTNEY
HAGEN

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Courtney Hagen 🔗

OBJECTIVE

To obtain fulfilling full-time employment upon completion of my diploma.

EDUCATION

Diploma: IT Systems Management and Security | NSCC

2018-2020

Diploma for which we learn how to design and assist in the implementation and management of information technologies. These include: UNIX/Linux and Windows network operating systems, Local Area Network (LAN) and Wide Area Network (WAN), data and user security, and Systems Analysis and Design (SAD).

Bachelor of Arts | Saint Mary's University

2014-2017

Majored in Psychology and minored in Linguistics. Had interests in forensic/legal psychology, speech acquisition, and text-to-speech technologies.

EXPERIENCE

IT Intern | GeoSpectrum Technologies Inc.

MAY 2019 – AUGUST 2019

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 documentation, and certificate creation and installation. Operating systems administered include Windows, Linux, and Mac OS. Also completed major independent projects such as a company-wide IT asset tracking register and writing an IT asset tracking policy and letter to be signed by all employees.

NATO Secret security clearance and Reliability screening done as required by GeoSpectrum.

Customer Service Manager | Walmart Canada

MARCH 2016 – APRIL 2019

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 closed and opened the store.

SKILLS

- Cisco IOS
- PowerShell
- Python
- Amazon Web Services
- Customer Service
- Information Security
- Computer Hardware
- Unix/Linux
- VMWare, VirtualBox