

# Daryna Bulana

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## Summary of Qualifications

- 2+ years successfully served a diverse clientele, delivering exceptional support and achieving high levels of customer satisfaction in various industries
- Proficient in repairing, upgrading software, hardware, operating systems, and troubleshooting
- Proactive learner, consistently acquiring new knowledge and skills in the IT field through the pursuit of various industry-recognized certificates and credentials
- Collaborative team player, effectively communicating and working harmoniously with a variety of individuals in order to achieve common goals
- Fluent in Russian and Ukrainian, strong verbal and written communication skills

## Technical Skills

<b>Operating Systems:</b>	<i>Windows, Android, iOS, Mac OS, Linux</i>
<b>Applications:</b>	<i>Microsoft 365</i>
<b>Tools:</b>	<i>VMware, Google Workspace, Packet Tracer</i>
<b>Project Management:</b>	<i>Agile, Waterfall, Scrum</i>
<b>Languages:</b>	<i>HTML5, CSS3, JavaScript, Bootstrap5, ReactJS, JSX</i>

## Education & Certifications

### Google IT Support Professional Certificate

#### Junior IT Analyst Program

NPower Canada | Vancouver, BC

14-week in-class training with hands-on experience including:

- Assemble computer components based on customer requirements
- Install, configure, and troubleshoot: Hardware and software components
- Install, configure, and troubleshoot: Windows, iOS, Android, and Linux operating systems
- Networking basics: IPv6, network topologies, installing wireless and SOHO networks security / forensics
- Mobile device installation / configuration: Laptops, smartphones, tablets
- Basics of virtualization, desktop imaging and deployment
- Network services and Cloud Computing
- Implementing preventive maintenance measures on workstations
- Customer support

**Expected Sep 2023**

**Jun 2023 - Sep 2023**

### Bachelor's Degree in Computer Science (put on hold)

Taras Shevchenko National University | Kyiv, Ukraine

**Sep 2020 - Feb 2022**

## *Work Experience*

### **Community Interpreter**

**Sep 2022 – Present**

HMC Connections | Halton Region, Ontario

- Effectively completed over 500 interpreting sessions in a wide range of diverse community settings
- Demonstrated extensive experience in providing interpreting services across various sectors, including healthcare, legal, educational, and social services
- Thriving in fast-paced and high-pressure situations, showcasing adaptability and quick thinking
- Collaborating with utilizing company software to coordinate schedules, and communicate updates for efficient workflow management

### **Summer Student**

**Jun 2022 – Aug 2022**

HMC Connections | Halton Region, Ontario

- Successfully organized and coordinated engaging summer camps, managing logistics for up to 40 participants and ensuring a safe environment
- Effectively communicated with clients, addressing inquiries and concerns promptly, resulting in a 90%+ satisfaction rate and fostering positive relationships
- Demonstrated expertise in a range of office administration tasks by effectively utilizing office equipment, and handling office correspondence via telephone and email

## *Volunteer Experience*

### **Facilitator of English Conversation Circle**

**Jun 2022 – Present**

HMC Connections | Halton Region, Ontario

- Successfully organizing weekly Conversation Circles for language learners for a period of 1+ year
- Effectively leading conversation groups with 10+ participants in each session
- Enhancing engagement and learning outcomes by incorporating language learning apps, online resources, and virtual meeting platforms