Tapiwa Z. Ushe

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Objective

To obtain a position within IT Security that utilizes my education, experience, and skill set while offering challenges that provide growth as an individual and builds the foundation for a successful career. Expanding on my knowledge of Linux, Security & Administration.

Education

SENECA COLLEGE, School of Applied Arts & Technology — Toronto, ON
Dipl. Computer Programming – December 2020

- **Course Highlights**: C/C++, Java, TypeScript/JavaScript Programming, Systems Analytics, IT Project Management, Database Programming, Web Design, Computer Architecture

Technical Proficiencies

COMPTIA — Security+
Cert. Sec+ - June 2023

Course Description: Assess the security posture of an enterprise environment and recommend and implement appropriate security solutions; monitor and secure hybrid environments, including cloud, mobile, and IoT

- **Languages:**
  - Application: C, C++, C#, Python, Java
  - Web Development:
    - Front-End: HTML & CSS, SCSS, JavaScript, TypeScript,
    - Back-End: NodeJS, MongoDB, PostgreSQL
  - Scripting: Bash, Powershell, Perl
  - Database: Oracle SQL, DB2, RPGLE
- **Software**
  - Management: Microsoft Office - MS PowerPoint, MS Word, MS Excel, MS Access, Adobe Suite, Google Suite, HRIS: UltiPro
  - Geospatial Analysis: QGIS, ArcGIS, Spyder, GeoPandas
  - Creative:
    - 3D Modeling & A/V: Blender, Unity, OBS
    - Adobe Creative Cloud – Photoshop, Illustrator, InDesign
  - Operating Systems: GNU/Linux, Microsoft Windows 10/11, Mac O/S, Windows Server 2008

Professional Experience

RESOLVER INC. — Toronto, ON
Applications Support Analyst, Jan. 2022 – Present
- Provided remote support to end-users for software specific issues or administrative tasks, meeting SLA policy standards
- Managed new regulatory content for customers, and ensured abidance by keeping all standards updated for Governance, Risk and Compliance (GRC)
- Leveraged API calls to troubleshoot issues pertaining to SSO, MFA, IP authorization & application functionality
- Performed stress-tests on applications to ensure robustness for the overall program and updated features
- Documenting new operating procedures, and providing feedback to new and working operational procedure
- Collaboration with the support team, and across departments with accounts managers, DevOps, QE, & Product Development teams to coordinate new feature releases
- Demonstrated ability to adhere to strict customer-service values, providing service to all levels of staff
- Utilized ZenDesk and JIRA/Confluence to troubleshoot and escalate end-user issues, detail bugs and QE updates
- Demonstrated ability to adhere to strict company security protocol and procedure. Met ISO27018 standards to protect customer data.

BROKERLINK INC. — Toronto, ON
Systems Support Analyst, May 2021 – November 2021
- Troubleshooting MS Exchange issues, and MS Office application issues
- Provided remote support to employees, creating and documenting tickets via email, chat, and telephone.

- Documenting new operating procedures, and providing feedback to new and working operational procedure
- Exercised administrative responsibility with facility in access control for end-users on the network
- Utilizing ZenDesk in accordance with standard operating procedures to troubleshoot and escalate end-user issues.
- Collaboration with senior analysts, business analysts, and managers for new IT projects and brokerage acquisitions.
- Integrated dozens of new companies through mergers and acquisitions, handling onboarding batch requests
- Leveraged Citrix to work in a hosted environment, providing troubleshooting within a virtualized network
- Demonstrated ability to adhere to strict customer-service values, providing service to all levels of staff
- Updated front-end of the company website with new features for employee notifications

ROGERS TELECOMMUNICATIONS — Toronto, ON
Technical Support Consultant, Jan 2020 – Jan 2021
- Provided remote support to customers, communicated desktop technical support cases through inbound phone calls.
- Ensured compliance with established internal control procedures by examining records, reports, operating practices, and documentation.
- Preparing reference material for technicians by running diagnostics and gathering performance analytics on networks using internal tools.
- Capable of explaining complicated telecommunications concepts to non-technical professionals.
- Provided remote support to customer, handling customer technical support cases through phone and email submission.
- Evaluated system potential through assessing compatibility of new programs with existing programs
- Improved existing programs by evaluating objectives and specifications, reviewing proposed changes and providing recommendations
- Escalated any issues that cannot be resolved over the phone to scheduled service calls where visits are made to client facilities to assess and correct problems in person.
- Delivered procurement information regarding equipment upgrades, network speeds, and server capacity
- Maintained system functionality by testing software tools regularly.

MISSION CONTROL NOC & HELPDESK SERVICES — Toronto, ON

Jr. Help Desk Technician, May 2019 - Oct 2019

- Initiated calls with stakeholders regarding multiple hardware and software projects.
- Maintained records, prepared reports, and created correspondence relative to job duties.
- Suggested process improvements to IT Support Supervisor in areas that positively impacted business and the level of support.
- Utilized Google suite to create system documentation, project plans, test scripts and education materials for future employees.
- Maintained IT equipment, compiled, and create requisition requests for hardware and software procurement.
- Provided desktop and remote support to over **100** employees in a Windows 7/10 environment.
- Demonstrated proficiency in Microsoft Office Suite and imaging software.
- Working knowledge of project management methodology, change control, quality and system performance metrics. Created system design proposals for workflow and increase of revenue.