

Tapiwa Z. Ushe

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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
- Developed and ran SQL and Powershell scripts for retrieving, or purging mass amounts of customer data
- Executed Powershell commands for basic Active Directory management and automation
- 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, & Dev 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
- Trained staff on newly acquired computer and A/V equipment during initial hardware implementations
- Advised senior staff on procuring A/V equipment for board-meetings and presentations
- 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 on-boarding 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
- Developed front-end of the company website (HTML & CSS) 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.
- 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

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**