

Tapiwa Z. Ushe

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Professional Experience

TOWN OF ORANGEVILLE — Orangeville, ON

Enterprise Applications Support Engineer, July 2023 – July 2024 (Contract)

- Oversaw the development of the application architecture project management, implementing enterprise architecture frameworks (TOGAF) which reduces redundancy, complexity and information silos and business risks associated with the Town's investments.
- Provided 2nd level support of enterprise applications and interfaces such as Microsoft Dynamics GP, FMW, Dayforce, CityWorks, Perfect Mind, GHD Web services, and APIs through prioritizing, triaging, and resolving requests within their SLA.
- Developed and maintained required system and database upgrade documentation and other IT knowledgebases (ServiceNow, ITGlue knowledge base)
- Provided support in resolving problems (troubleshooting, incident response, bug triaging and fixing) and supporting execution plans for systems/application upgrades, patches and bug fixes
- Validate requirements for changes to existing and new business information systems and assist with development of user acceptance testing and delivery of end user training
- Co-ordinate tasks and other work items with multiple parties on some projects

RESOLVER INC. — Toronto, ON

Applications Support Analyst, Jan. 2022 – April 2023

- 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
- Ran Powershell scripts for retrieving, or purging mass amounts of customer data
- 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 (Contract)

- 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 operatinocedures 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

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**