

Tapiwa Z. Ushe

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Professional Experience

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 for clients such as Meta, NFL, Kraken, JPMorgan and many others to meet their Risk and Incident Management standardization, meeting compliance, and ensuring they meet regulations
- 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
- Managed customer data through AWS, using monitoring resources and applications, such as Amazon CloudWatch, AWS X-Ray, and AWS CloudTrail
- 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
- Supported clients in many industries worldwide including Healthcare, IT, Corporate Security, Incident & Risk Management, and Government bodies
- Demonstrated ability to adhere to strict customer-service values, providing service to all levels of staff in a timely and presentable manner
- Utilized ZenDesk and JIRA/Confluence to troubleshoot and escalate end-user issues, detail bugs and QE updates
- Detailed updates with the Learning Teams for documentation in Confluence by creating and formatting specific articles for the Support team
- 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 such as Insurance Agents, Sales, and Executives on the network
- Utilizing ZenDesk in accordance with standard operating procedures to troubleshoot and escalate issues from Insurance Agents and Salespersons.
- Collaboration with senior analysts, business analysts, and managers for new IT projects and brokerage acquisitions
- Integrated dozens of new Insurance companies (JW Davis, Kuhn & Assoc.) 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

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

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
- **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