

## **End-User Technical Support Analyst**

Server Support and Maintenance | Complex Troubleshooting | Analytical Abilities and Documentation

### **Summary**

Computer Networking student with practical experience in Cisco networking, IT troubleshooting, and virtualization with a strong passion for computer technology. Skilled in network protocols, troubleshooting, and system administration. Currently pursuing the CompTIA A+ certification.

### **Technical Skills**

**Networking:** OSPF, EIGRP, HSRP, DHCP, ACL, PPP, LAN/WAN, DNS

**Programming:** Experience using Python, Java, C#

**Operating Systems:** Microsoft Windows, MacOS, Windows Server OS, Fedora, Ubuntu, Arch

**Tools & Platforms:** Cisco Packet Tracer, Wireshark, VMware Workstation, Parsec, KVM/QEMU, Vsphere, Microsoft 365, Azure, Git/Github, FTK Imager, Autopsy, Audacity, pfSense, Helvum, HuggingFace, Filezilla, Tailscale

## **Related Work Experience**

### **Coop – Junior EUTS Analyst**

Cineplex Entertainment Corporate Office, 1303 Yonge St, Toronto ON, 01/2022 - 04/2022

- Assisted in switch installation, improving connectivity for 100+ employees
- Completed tier 1 support tickets on the first attempt, reducing downtime by 10%
- Administration for new and existing Active Directory Accounts
- Updated consumer ticket kiosks remotely, improving efficiency for thousands of customers
- Provided post implementation remote and desk-side support
- Collaborated with a seasoned IT team to ensure timely support and reliability

### **Education**

#### **Computer Systems Technology – Networking: Advanced Diploma**

Centennial College, Toronto ON, 09/2019 – graduation on June 12<sup>th</sup>, 2025

#### **Relevant Courses Include:**

- |                                |                                       |
|--------------------------------|---------------------------------------|
| • PC Hardware 1 & 2            | • Emerging Technologies               |
| • Operating Systems            | • Routing and Switching               |
| • Internetwork Troubleshooting | • Virtualization and Cloud Technology |

#### **Hobbies:**

- Gaming
- Testing Software
- Modding

#### **References:**

- Available Upon Request