Dion Demetrius

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Professional Summary

IT Support Specialist with hands-on experience in technical support, system administration, and network troubleshooting. Proficient in managing end-user environments, virtualization, and Windows/Linux systems. Very passionate about delivering high-availability IT services and efficient technical solutions in fast-paced environments.

Education

Computer Systems Technology – Networking, Centennial College   Sep. 2020 – June 2025
   Ontario College Advanced Diploma

Professional Experience

Cineplex Entertainment Corporate Office   Jan. 2022 – Apr. 2023
Co-op Junior EUTS Analyst
- Installed switches to improve connectivity for 100+ corporate users.
- Resolved help-desk tickets and provided end-user support, reducing downtime by 20%.
- Administered Active Directory Accounts for on-boarding and ongoing user access.
- Performed remote updates on ticket kiosks, increasing up-time and customer satisfaction.
- Deployed new laptops and peripherals for new hires, and provided desk-side technical support.

Academic IT Student Experiences

Internetwork Troubleshooting with Cisco Hardware   Jan. 2025 – Apr 2025
- Configured and resolved real-world networking issues using HSRP, OSPF, STP, and VLANs.
- Enhanced very complex troubleshooting proficiency with Cisco Packet Tracer and live hardware.

Data Center Virtualization with VMware ESXi   Sep. 2024 – Dec. 2024
- Built and managed virtual networks and hypervisors with VMware Workstation and ESXi's GUI.
- Simulated enterprise environments and configured Cybersecurity policies.

Unix and Linux Installations for System Administration   Jun. 2024 – Aug. 2024
- Deployed Ubuntu LTS Server via remote SSH and scheduled tasks using cron.
- Configured Apache web servers and MySQL databases in Debian environments.

Network Simulation with Cisco Packet Tracer   Jan. 2023 – Apr. 2023
- Designed a network simulation across Canadian regions with dynamic routing and VLANs.
- Emulated traffic from over 1 million concurrent users for performance analysis.

Technical Skills and Knowledge

Networking: OSPF, EIGRP, HSRP, DHCP, ACL, PPP, LAN/WAN, DNS, VLANs, Firewall
Programming Languages: Java, C++, HTML5, Markdown
Operating Systems: Windows, Linux (Debian, Fedora, Arch, Ubuntu), MacOS
Tools: Cisco Packet Tracer, Wireshark, VMware, Microsoft 365, Azure, .
Scripting: Python, Powershell, Bash, HTML
Cloud Platforms: Google Cloud, Oracle Cloud
Expected Certifications: CompTIA A+ (2025), Cisco CCNA (In Progress)