

Elwin Moolakkattu

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Profile

Enthusiastic, flexible, and meticulous. Information Technology major that has experience with a vast array of computer software as well as devices. Interested in gaining work experience to enhance my personal knowledge.

Work Experience

Volunteer Full Stack Developer and Maintainer | St. Mary's Syrian Orthodox Church | 01/2020 - Present

- Created a kiosk website using a LAMP stack
- Provided suggestions/ advice for technology based on requirements given
- Procured, and setup equipment and software based on feedback (cost-analysis based)
- DNS management using Cloudflare services
- Setup remote client device and local server device
- Active maintenance on the website and its corresponding device
- Used Samba to create network shares across OS's
- Continuous monitoring and backup of devices
- elwinm.ca/stmarys (designed for 16:9 displays)

Customer Experience Representative | Indigo Chapters | 09/2020 - 01/2021, 06/2021 - Present

- Helped customers curate remote orders
- Engaged and formed connections with customers
- Created a safe environment as per CDC guidelines
- Provide support to customers with varying levels of knowledge on the products
- Worked efficiently in a customer-oriented environment

Crew Trainer | McDonald's Fast Food | 12/2016 - 07/2019

- Troubleshooting IT systems during unplanned downtimes
- Fast paced, sales driven environment
- Executed company-directed promotional programs
- Maintained a clean and safe workplace
- Provided exceptional customer service
- Filled supervisor role when required
- Trained workers
- Inventory management experience
- Adapted to new locations on short notice

Education

B.A., Hons. Information Technology & Business Administration Minor, York University, 2016 - 2021

- Languages: Java, Python, PHP, MATLAB scripting, HTML, CSS, JavaScript, SQL
- Data formats: JSON, XML, unorganized data formats (HTML)
- Operating systems: Windows, Ubuntu, Raspberry Pi OS (Debian), iOS
- Launched and maintained web servers, along with DNS management and setting up virtual hosts
- Created web scraping scripts to gather large amounts of data and perform statistical analysis
- Developed and used PowerShell scripts to manipulate large amounts of files and directories

Skills and Certifications

- Communication: Slack, Discord, Zoom, Skype
- OTRS (Ticketing System) in VM environments
- Built and assisted remotely for building PC's
- Remote troubleshooting for Raspberry Pi's, and Windows PC's
- Trained in Standard First Aid CPR/ AED Level C (Canadian Red Cross)
- Automated Linux jobs using CRON and services
- Familiar with Waterfall, Agile, and other workflows
- Using SSH and CLI to maintain Linux based systems
- Setting up network share services, permissions, and troubleshooting across devices and OS's
- Business router management and network control experience
- Experience communicating with non-technical members about equipment and processes
- Experience with G Suite, and MS Office