

## + summary

I am a young professional with many years experience in both web development and IT operations. I am a self-starter with a passion for programming and design.

## + skills

**WEB DEVELOPMENT:** HTML5, JavaScript, CSS, jQuery, Bootstrap, XML, JSON, Ajax, ASP.NET, RESTful API

**SOFTWARE DEVELOPMENT:** Java, C#, J2EE, Python

**IT OPERATIONS:** ITILv3 Certified, Incident Management, Change Management, Service Now

**DATABASE:** MongoDB, SQL, NoSQL, Oracle Database

**OPERATING SYSTEMS:** Windows XP - 10, Linux, MAC OS, z/OS

**MAINFRAME:** JCL, TSO / ISPF, Zeke scheduler, COBOL

## + employment

**Royal Bank of Canada** Toronto, Ontario  
Operations Analyst May 2017 to Current

Monitored production flows across all platforms (S/390, VSE, HP, UNIX, Windows, I-Series)

Created and resolved incidents using ITSM software

Scripted JCL as required to resolve production issues

Responsible for implementing changes to production

Created reporting tools to assist with operations and evaluations

Technical Systems Analyst Jan. 2017 to May 2017

Developed software for mainframe testing using Java

Created reporting tools to track KPIs and analytics using VBA

**Sheridan College** Oakville, Ontario  
IT Technician Sept. 2015 to Dec. 2016

Provided front-end service desk IT support

Tasked with configuring Cisco conferencing systems

Gave on-site support to faculty and staff through ITSM tools

Responsible for maintaining Sheridan systems and devices (Laptops, Printers, etc)

## + education

**Sheridan College** Sept. 2013 to Apr. 2017

Advanced Diploma Systems Analyst

## + projects

**The Studio Documentary** Sept. 2017 to Apr. 2017

Web developer for "The Studio".

**Industry Ball Video Game** July 2019 to Current

Current web developer for Industry Ball. An upcoming mobile game to be released late 2019

## + awards

**Ryan Muldoon (Manager) · Made a Difference (MAD)** May 2019

## + volunteering

**YMCA · Camp Counsellor** June 2012 to July 2013

Kitchener, Ontario  
Volunteer Camp Counselor for ages 8 - 12

## + activities

**Arcane Ghosts (Band) · Drummer** Oct. 2015 to Current

Drummer for the band Arcane Ghosts. 2 albums and over 200k streams on spotify