eric mitz

web developer

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✚ summary

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

✚ skills

WEB DEVELOPMENT: C# ASP.NET, HTML5, JavaScript, CSS, jQuery, Bootstrap, XML, JSON, Ajax

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

SOFTWARE DEVELOPMENT: Java, C#, J2EE, Python

✚ 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)

Scripted JCL as required to fix program issues

Implemented or assisted in all maintenance windows and change records

Created reporting tools to assist with operations and evaluations

Technical Systems Analyst — Jan. 2017 to May 2017

Developed software for mainframe testing

Created reporting tools to track KPIs and analytics

Sheridan College
Oakville, Ontario

IT Technician — Sept. 2015 to Dec. 2016

Provided front-end service desk IT support

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

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

Provided in-class support to professors

✚ 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".

✚ awards

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

✚ certificates

Certificates · Itilv3