

# Ethan Kunce

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## OBJECTIVE

- **Seeking a summer student internship where I can apply my knowledge and troubleshooting skills in IT systems to help me gain valuable skills and experience for my future career.**

## KEY SKILLS

- Proficient in providing technical support remotely and in person to personnel within an office setting.
- Excellent customer service skills, self-motivated and highly organized.
- Demonstrated leadership and training skills over several years of part time employment and Cadets training.
- Proxmox Virtual Environment Hypervisor, to manage Ubuntu 20.04, and Truenas Core VMs, and Docker/LXC containers. Very familiar with Bash, SystemD, and ZFS.
- Nginx reverse proxy configuration for directing traffic to personal domain, OpenVPN Server, Express, Minecraft, Plex Media Server applications

## EDUCATION

### **Bachelor of Science Honours Computer Science with Software Engineering Specialization Co-op**

University of Windsor • Windsor, ON

Sep 2020 – May 2023

- Courses: Advanced Object-Oriented System Design, Software Development, System Programming, Object-Oriented Programming, Data Structures and Algorithms.

### **Ontario College Advanced Diploma – Computer Programming and Analysis Co-Op**

Fanshawe College • London, ON

Sep 2024 – May 2027

## EXPERIENCE

### **Information Technology Administrator**

Huron Dental Group • Sarnia, ON

May 2023 – August 2024

- In-Person and Remote Support: Provided level 1/2 support to 28 offices between Windsor and Mississauga, serving approximately 200 personnel.
- Deployment Tools: Utilized Microsoft Assessment and Deployment Toolkit and Deployment Tool for Lite-Touch Installations of Lenovo and Dell Mini PCs with curated Windows 10 images and device drivers.
- Active Directory Group Policy: Enacted Active Directory Group Policy to improve workflows and expedite deployments for organizational units of company-owned computers.
- Automation and Customization: Automated and customized installations of Google Chrome, Adobe Acrobat, and Office 365 using a group policy central store.
- VPN and Router Administration: Setup IPsec VPN through routers and WireGuard VPN protocol through Tailscale VPN, and configured WAN failover on TP-Link Routers.

### **Mobile App Developer / Instructor**

Connecting with Technology • Windsor, ON

May 2022 - Aug 2022

- MongoDB Server Configuration: Configured MongoDB server, created administrator users and roles, and managed collections.
- Backend Development: Built an Express.js backend and transitioned to Fastify.js, utilizing Fastify's plugin system for operations on multiple MongoDB databases.
- GraphQL and RESTful APIs: Designed GraphQL queries using aggregation pipelines for filtered searches and used Fetch API for making RESTful requests and GraphQL queries.
- React and React-Native: Designed website UI with React and React-Native, and employed React hooks for custom GraphQL requests and data rendering.
- Programming Instruction: Dedicated five hours a week as a programming instructor working with a person with a disability.

### **Crew Trainer**

McDonalds • London, ON

Mar 2019 - Nov 2020

- Drive-Through Efficiency Improvement: Identified and addressed bottlenecks in drive-through service times, achieving a top 5 ranking for quickest drive-through services in Ontario.
- Team Leadership and Training: Advanced to team lead in under six months, trained and documented the work abilities of 5+ staff, and was recognized as Employee of the Month in May 2020.