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Evan-DS.github.io ▤

Evan Dos Santos

Summary of Strengths / Skills:

- Excellence in Microsoft Office Suite including Word, Excel, and PowerPoint (Macros, Pivot Tables)
- Professional experience with clients and customers (Customer Support, Information Technology)
- 5+ years of Visual Studio and Eclipse IDE development (C++, C, Java, Algorithms, Sorting)
- Practical experience in Information Technology (Cloud Platforms, Enterprise Resource Planning)
- Experience in utilizing OpenGL (Rendering, Vectors, Matrix Transformations, Backface Culling)

Education:

Bachelor of Science Honours Computer Science with Software Engineering Specialization (Co-op)

- B.Sc. (Hons), University of Windsor, ON — September 2020 - August 2024

Honours Graduate, Catholic Central High School, ON — September 2014 - June 2019

- Ontario Scholar Award — June 2019
- Top 2019 graduate of: Computer Engineering — June 2019
  ↳ Construction — June 2019

Professional Experience:

IT Services Consultant, University of Windsor, Windsor, ON — May 2022 - August 2024

- Applied standard information technology record keeping, analysis, and research to resolve, or assist in resolving, service requests for clients.
- Balanced multiple support channels such as live chats, phone calls, and a ticketing system while demonstrating a service-oriented approach when working with clients in person.
- Worked with Microsoft Endpoint to deploy computers to faculty, pushed applications through Intune and had clients sign in through their Azure Active Directory accounts.
- Set-Up Xerox printers for clients and allowed them to print to the machines through the use of drivers and software via IP or print queues.

Systems & Domain Administrator Co-Op, CenterLine Ltd., Windsor, ON — January 2023 - April 2023

- Developed a robust system for servers using C++, while providing prompt technical support, implementing security measures, ensuring data integrity with backups, and disaster recovery.
- Effectively oversaw user accounts, access controls, and security policies using Active Directory for stable and reliable domain services, including virtual machine environments.
- Successfully managed LAN and WAN, including virtual machine networks, ensuring secure connectivity and optimized performance of network devices throughout the organization.
- Skillfully installed, configured, and maintained computer systems and servers, including virtual machine deployments, for optimal functionality and operational efficiency.

Home Solutions Specialist, Best Buy Canada Ltd., London, ON — October 2019 - November 2020

- Managed POS systems, sold inventory, and advertised promotional plans with extensive services to customers.
- Marketed a wide selection of televisions and home audio systems to consumers while utilizing advanced knowledge.
- Operated digital and paper systems within the organization to file and schedule several services including contracting, warranties, and financing.

Training Programs / Certificates:

- WHMIS Training — September 2023
- G Drivers License — November 2019
- Standard First-aid and CPR/AED Training — May 2015