

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)
- ▣ Academic training of AutoDesk (Floor plans, Orthographics)
- ▣ Experience in utilizing OpenGL (Rendering, Vectors)

Education:

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

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| ▣ 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 |