

Frank Law

📞 (709)743-6838 • 📍 St John's, NL • ✉️ fclaw@mun.ca • [in LinkedIn](#)

Education

- Bachelor's in English lit from Memorial University of Newfoundland.
- Skilled in writing, communications, marketing, and journalism.

Tech Certifications

- **CISCO:**
 - CCNA | Cisco Certified Network Associate.
- **AWS (Amazon Web Services):**
 - SAA | Solutions Architect associate.
 - CCP | Cloud Practitioner.
- **CompTIA:**
 - Linux+ (CSSL, CLNP).
 - A+, Network+, Security+ (CIOS, CSIS).

Languages

- HTML.
- CSS.
- SQL.

Work Experience

- **CRA | Taxpayer Services Agent/Help desk. [REMOTE].** (Jan 2024 – May 2024)
 - Canada Revenue Agency SP-04 Frontline contact center agent. Answered inquiries over the phone, performed data entry using internal systems, and helped with CRA online service technical issues all whilst upholding strict confidentiality measures.
- **Loblaws Dominion supermarket.** (June 2019 - Dec 2022)
 - Clerk service in various departments, with customer service duties including answering customer inquiries in-person and on the phone.
- **Monetized YouTube video content creation. [REMOTE].** (April 2021 - April 2022)
 - Averaged 20k views with multiple videos surpassing 100k views from edited and published commentary YouTube videos with unique thumbnails on two channels.
- **Laborer at Mary Brown's Centre and other locations.** (June 2018 - Aug 2018)
 - Helped put together concert sets at the Mary Brown's Centre and assisted in other locations.

Volunteering

- TechNL. (Oct 2023 - Ongoing)
- Royal Canadian air cadets of Newfoundland. (Sept 2012 – Sept 2015)

Accomplishments

- 10,500 Subscribers and monetization on YouTube channel #1.
- 4000 Subscribers and monetization on YouTube channel #2.
- Twitch.TV monetization (affiliate).
- Reached Flight Sergeant rank in the air cadet program.

Skills

- **Technical:** Unix CLI, Bash scripting, Git version control, Unity, Active Directory, Virtualization, Containerization, Computer hardware, Home lab setup, SSH/Remote Desktop, Jira, AWS provisioning and administration, Linux administration, Common ports and protocols, Subnetting, Firewalls, Switches, Routers, UPS, Cables, VPN, WIFI, Encryption, Hashing, Packet captures,
- **Editing:** Vegas Pro, Adobe Premiere, Figma, OBS, 365/Office, Photoshop, Audacity.
- **Other:** Marketing/content creation, Writing and communication, Teamwork, Reliability status/security clearance, Driver's license (NL Class 5).