

# George Jr. Langevin West

## **Bilingual Technical Support Specialist and Data Analyst with 5+ years of experience in Information Technology and Environmental Sciences.**

\*\*\* Please message me for residency information \*\*\*

- Technical Support Specialist offering great, heart-centered customer care in both French and English.
- Data Analyst specializing in data transformation, structuring and visualization, with my awesome Excel skills.
- Reliable and positive team leader, confident at public speaking and presenting.
- Proven ability to teach and mentor peers, provide education and outreach. I like seeing people learn, evolve, and grow.

## Work Experience

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### **Bilingual Virtual Technical Support Specialist - Rare**

Xplore Inc. - Fredericton, NB

February 2023 to Present

- Providing excellent, in-depth technical support to customers acquired by Xplore, and our Fibre / 5G customers.
- Overflow technical support for our dealers and installers across Canada.
- Mentoring our new hires, coaching.
- Escalating outages and network issues to the Advanced technical support team.
- 3rd party router and VPN troubleshooting.

### **Bilingual Virtual Technical Support Specialist**

Xplornet Communications - Woodstock, NB

January 2022 to February 2023

- Delivering great Bilingual technical support and heart-centered customer care to both Francophone and Anglophone speakers.
- Providing advanced troubleshooting for Xplornet's hardware and services, and with third-party hardware and networks as needed.
- Exceeding Key Performance Indices (KPI) for my role.
- Creating detailed notes for every case in Salesforce.
- Taking calls with Avaya OneX and Avaya CTI.
- Excellent grasp of TCP/IP, networking, both wired and wireless.

### **Community Development Worker**

The United Church of Canada / l'Église Unie du Canada - Cornwall, ON

June 2021 to August 2021

Under the Canada Summer Jobs Grant,

- Designed a vibrant and unique Community Garden and Meditative Space.
- Worked both independently and in a team, remotely and on-site.

- Researched food security issues within our local community.
- Collaborated with stakeholders and partners on many aspects of design and implementation.
- Created a property map using QGIS and Remote Sensing for future reference.
- Created building plans for the Community Garden and Meditative Space using various software.
- Created a financial budget for the Projects to be implemented, focusing on cost saving, possible future expansion and durability.
- Completed a detailed project report outlining recommendations, suggestions, advice and needs for implementation of the Projects.
- Designed a time capsule for a future congregation to open.

### **Student Research Assistant (Intern)**

St. Lawrence River Institute of Environmental Sciences - Cornwall, ON

April 2021 to May 2021

- Studied the distribution and habitat of an endangered species (Rapids Clubtail).
- Created informative maps through the use of ArcGIS Pro.
- Analyzed, Transformed, Restructured data with Microsoft Excel.
- Created a Visual Field Guide to Riverine Odonates of Central-Eastern Ontario.
- Performed a literature review of current knowledge pertaining to the Rapids Clubtail, using Scrivener and Microsoft Word.
- Learned to perform a Habitat Suitability Index for the Rapids Clubtail.
- Created a visually appealing presentation through the use of Google Slides, Microsoft Powerpoint and Krita.
- Presented my research findings in a professional manner to my peers at the River Institute.

### **Private Linux Tutor**

Self employed - Montréal, QC

September 2016 to February 2017

- Mentored students at home and taught Bash, Shell Scripting, and general use of Fedora and CentOS.
- Helped build confidence in students and watched them improve their knowledge. I like seeing people succeed!

### **Information Systems**

Lester B. Pearson School Board - Dorval, QC

May 2016 to July 2016

- Deployed Windows 7, 10 and Mac OSX across large networks in an institutional setting.
- Diagnosed and repaired staff computers.
- Imaged devices with Norton Ghost and Dell KACE.
- Troubleshooting commercial printers.
- Communicated in a professional manner in the workplace.
- Repaired and maintained computer hardware.
- Protected the network and educational devices from malware.
- Recovered data from malfunctioning hard drives with a bootable Linux stick.

## **Education**

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### **DCS / DEC in Environmental Technology**

St. Lawrence College - Cornwall, ON

September 2019 to May 2021

## **AEC / DEP or Skilled Trade Certificate in Computing and Networking Support**

Pearson Electrotechnology Center - Lachine, QC

2015 to 2016

## **Secondary School**

Place Cartier Adult Education Center - Beaconsfield, QC

2011 to 2012

## Skills

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- Desktop - Windows XP / Vista / 7 / 8.1 / 10 (6 years)
- Debian / Fedora / Ubuntu (6 years)
- Applications - Microsoft Office 2007 / 2010 / 2013 / 2016 - (Word, Excel, PowerPoint, Outlook, Access) (7 years)
- LibreOffice / OpenOffice (5 years)
- Powershell (Scripting) (Less than 1 year)
- Bash (CLI and Scripting) (2 years)
- Administration - Active Directory Domain Services (2 years)
- DNS / DHCP / WDS servers / Deployment (Less than 1 year)
- Users, Groups and Computers (4 years)
- Group Policy / Local Security Policy (3 years)
- Network File and Sharing Services (3 years)
- NTFS and UNIX Permissions (5 years)
- Networking - TCP/IP (1 year)
- Cisco IOS (Less than 1 year)
- Configuring and maintaining Cisco Routers and Switches (Less than 1 year)
- Configuring and maintaining NAT, WLAN, WAP, etc (5 years)
- Achievements - Created and maintained a complex domain with many computers
- Created a Powershell script to automate the creation of accounts with ADDS
- Deployed Windows 7 Enterprise throughout a network from a WDS server
- SQL / XML (1 year)
- Unix Logs / Systemd (1 year)
- Dell KACE (1 year)
- Microsoft Powerpoint
- Data Entry
- Event Planning
- Microsoft Outlook
- Administrative Experience (2 years)
- Office Management (1 year)
- Laboratory experience (2 years)

- ArcGIS Pro (1 year)
- Minitab (1 year)
- R (Less than 1 year)
- Communication skills (6 years)
- Jira (Less than 1 year)
- Team management (2 years)
- Remote access software (5 years)
- Google Docs (4 years)
- MacOS (2 years)
- Android (2 years)
- iOS (5 years)
- Scrivener (1 year)
- Microscopy (2 years)
- Research (2 years)
- Data Analysis (2 years)
- Statistics (1 year)
- Microsoft Excel (5 years)
- Microsoft Access (1 year)
- Tableau (Less than 1 year)
- Operating Systems (6 years)
- Linux (6 years)
- DNS (3 years)
- Big Data (Less than 1 year)
- Salesforce (1 year)
- QGIS (3 years)

## Languages

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- French - Fluent
- English - Fluent
- Español - Beginner

## Links

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<https://www.linkedin.com/in/georgejlw/>

## Awards

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### **Pearson Electrotechnology Center - Adult Learners Week Award**

March 2016

My instructors were impressed with my punctuality, perseverance and high marks!

### **Craig Fletcher Memorial Award**

June 2021

The Craig Fletcher Memorial Award is presented annually to a graduate technician who, while maintaining a sound academic record, made a significant contribution to college life and best represents the standard established by the graduating class.

### **Faculty Award, E. Tech Program**

June 2021

This Faculty Award is awarded to a graduate of the Environmental Technician Program who has achieved above average academic performance and who has made a positive contribution to the learning environment.

## Certifications and Licenses

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### **CompTIA Security+**

October 2016 to October 2019

I learned a lot to help your enterprise with everything security!

### **Pleasure Craft Operator Card**

January 2021 to Present

I can operate a pleasure craft.

### **Worker Health and Safety Awareness in 4 Steps**

February 2020 to Present

I am aware of risks and safety issues that affect people in the workplace.

### **AODA Customer Service Training**

February 2020 to Present

### **Accessibility for Ontarians with Disabilities Act**

February 2020 to Present

I can provide great customer service and care while respecting the rights and dignity of people with disabilities.

### **Workplace Violence Prevention**

February 2020 to Present

I can communicate with people in ways that minimize or prevent the occurrence of violent behaviour in the workplace.

### **WHMIS**

February 2020 to Present

I completed my WHMIS 2015 training through St. Lawrence College.

### **Amateur Radio Operator Certificate (Basic with Honours)**

January 2019 to Present

Competency to operate amateur radio communication devices at designated frequencies, including shortwave.

**Abloy Protec 2 Training Course**

November 2013 to Present

Competency to assemble, service, maintain or repair Abloy Protec 2 High Security Locks.

**Ontario G Driver's License**

Present

## Groups

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**Dragonfly Society of the Americas**

May 2021 to Present

I am a member of the Dragonfly Society of the Americas, and love studying riverine Odonates (Dragonflies and Damselflies).

**SLC Alliance**

February 2021 to Present

I am a member of St. Lawrence College's vibrant LGBTQIA+ community.

## Additional Information

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References available upon request.