

James Triantafylos

COMPUTER SCIENCE MAJOR

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Summary

Currently a Computer Science student attending Carleton University. Deep interest in everything technology related since a young age, on both the hardware and software sides. Passion for creating efficient and effective solutions for difficult tasks, as well as becoming familiar with new technologies and tools whenever possible.

Relevant Experience

Health Canada - Distributed Computing Services

Ottawa, Ontario

SUPPORT ANALYST

Sep. 2019 - Present

- Provide support for key government departments during the COVID-19 pandemic.
- Utilize HP Service Manager to receive and respond to the needs of 15,000+ employees.
- Manage employee accounts within Open Enterprise Server, Azure Active Directory, On-Prem Active Directory, Outlook, etc.
- Participate in initiatives to maintain, clean-up, and streamline usage and administration of IT systems.
- Work within tiger teams to systematically solve urgent issues in order to maintain business continuity.
- Develop and follow Standard Operating Procedures to ensure consistency within department tasks.

Skills & Proficiencies

Computer Skills

- Extensive knowledge of both Windows and Linux operating systems.
- Proficient in the usage of the Microsoft Office suite (Word, Excel, Outlook, etc.).
- Proficient in Python, JavaScript (Node.js), Java/Kotlin, and C/C++
- Excellent ability to use available resources to solve problems in unfamiliar systems.

Client Relations

- Over 1 year of providing remote support for government employees.
- Over 3 years of online, as well as 2 years of in person customer service experience.
- Excellent ability to describe and document systems in an audience-appropriate level of complexity.

Teamwork

- Ability to work efficiently in both large and small teams.
- Ability to take a leadership position in a team and lead effectively.

Education

Carleton University

Ottawa, Ontario

B.C.S HONOURS, ALGORITHMS STREAM

Sep. 2018 - Present

- Enrolled and actively participating in the Co-operative Education program.
- Named on the Deans' Honour List from 2018 - Present.

Extracurriculars & Side Projects

Proprietary Information Management Project

Ottawa, Ontario

SOLE DEVELOPER

Dec. 2019 - Present

- Currently developing an embedded system and accompanying smartphone app to simplify everyday life through the use of NFC.
- Developing the embedded system with C++, utilizing an Arduino microcontroller and PN532 NFC controller.
- Developing the Android app frontend with Kotlin, heavily depending on the Android Jetpack library suite.
- Utilizing Google Firebase to take advantage of a serverless architecture.

CUHacking Coding Competition

Ottawa, Ontario

PARTICIPANT

Jan. 11-12, 2020

- Participated within a team to compete in the annual Carleton University hacking/coding competition.
- Created a JavaScript web app to analyze and visualize a provided JSON data set as part of the Martello Challenge.

CUHacking Coding Competition

Ottawa, Ontario

PARTICIPANT

Feb. 16-17, 2019

- Participated within a partnership to compete in the annual Carleton University hacking/coding competition.
- Utilized Google Cloud Platform's Vision API to dynamically generate colour palettes with only keywords as input.