

# Joseph Margulis

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**"Passionate and technically inclined, dedicated to delivering sustainable solutions"**

## **Professional Summary:**

Motivated and technically skilled with a strong ability to tackle complex IT challenges and deliver results that exceed expectations. Proficient in learn new tools quickly, staying focused under pressure, and solving problems with efficiency and foresight. Pride is taken in completing every task to the highest standard, bringing a passion for finding solutions that cannot be taught and ensuring value as a growing asset to any company.

## **Technical Summary:**

Experienced in delivering IT support through diagnosing and resolving hardware, software, and network complications as well as managing user accounts, remote access, and system configurations. Able to combine troubleshooting skills with software development expertise in Python, C, C++, C#, and JavaScript to create secure and user-friendly solutions. Familiar with cloud services, virtualization, and cybersecurity best practices to ensure system reliability and data integrity.

## **Core Competencies:**

- IT support & help desk ticket resolution
- Hardware/software troubleshooting (Windows, macOS, Linux)
- Networking: TCP/IP, DNS, DHCP, routing, and switching
- Cybersecurity: risk assessment, penetration testing, system hardening
- Scripting & programming: Python, C, C++, C#, JavaScript, HTML, CSS
- Cloud & virtualization: VirtualBox, VMware, basic Azure and AWS
- Active Directory, VPN configuration, and remote access tools
- Technical documentation, customer service, and communication skills
- Time management, organization, and incident response under pressure

**Education:**

**McMaster University** | Software Engineering Technology (B.Tech) | In Progress

**Seneca Polytechnic** | Computer Engineering Technology (ECT) | Graduated August 2023

- GPA: 3.6/4
- President's Honours List (4.0 GPA Last Semester)

**Relevant Projects:**

**Facial Recognition Surveillance System:** Designed and implemented a security system integrating camera hardware and facial recognition algorithms for real-time monitoring. Developed a secure, globally accessible web interface with live video and camera control.

**AI Musical Instrument Recognition:** Developed a proof-of-concept AI model using CNN and MLP architectures to classify images of musical instruments with over 90% accuracy.

**Professional Experience:**

**LCBO | Customer Service Representative (Supervisor)** | Nov 2020 - Present

- Performed advanced troubleshooting of POS systems, computers, virtual machines, and printers, reducing downtime and ensuring continuous operations.
- Utilized Workforce Management (WFM) and Blue Yonder systems for scheduling, forecasting, and staffing adjustments.
- Entrusted with secure handling of sensitive company data, system reconciliations, and daily cash office operations.
- Trained staff on troubleshooting procedures for POS and back-office systems, reducing IT support calls and increasing issue resolution speed.

**Socials:**

**LinkedIn:** <https://www.linkedin.com/in/josephmargulis/>

**Website Portfolio:** <https://josephmargulis.github.io/JosephsPortfolio-Website/>