Travis Evans

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EXPERIENCE

Samuel, Son, & Co. - IT Operations Analyst; Oakville ON

April 2021 - Present
First Co-op Term: Jan - May 2018
Second Co-op Term: May - Sept 2019

Key Qualifications & Responsibilities
- Responsible for end-user equipment & systems, working hand in hand with other IT teams, & acting as the "face" of IT.
- Acted as the key point of contact for handling escalated IT tickets on a tier two/three basis.
- Spearheaded and orchestrated IT project tasks, ensuring seamless project execution & achievement of objectives.
- Collaborated with the ITSM team to streamline IT operations processes, resulting in reduced workload for multiple IT teams & enhanced end-user experience.
- Worked closely within a dynamic team of over 10 individuals, contributing to the overall efficiency & effectiveness of the operations department.
- Collaborated closely with cross-functional teams encompassing Networking, Server, & Security domains.
- Actively managed co-op students for the team including interviewing, hiring, coaching, & professional feedback.

AOS Mobility Inc. - Mobile Help Desk Specialist; Grimsby ON   Mar 2020 - April 2021

Key Qualifications & Responsibilities
- Proficiently diagnose and resolve technical issues on Android and iOS mobile devices.
- Effectively oversee and administer numerous corporate accounts, serving a diverse user base of thousands.
- Deliver comprehensive financial feedback reports to organizations, offering valuable insights and analysis at month-end.
- Efficiently process and fulfill procurement requests from end users, ensuring timely delivery of mobile devices.

EDUCATION

Computer Systems Technology - Software Support; Mohawk College   Jan 2017 - Dec 2019

Notable Classes

- Server, Platforms, & Network Security
- HTML, CSS, JavaScript, & PHP
- Business Fundamentals for IT
- Database Theory
- Microsoft Office Power User
- Programming Fundamentals
- Object Oriented Programming

References available upon request.