

Lathan Latty

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EDUCATION

Ontario Tech University | Oshawa, ON

Bachelor's Degree | Software Engineering

September 2024

Relevant Courses: Calculus, Physics, Programing For engineering

Durham College | Oshawa, ON

April 2024

Ontario College Certificate | General Arts and Science – Engineering Preparation

Relevant Courses: Calculus, Vectors, Physics, Chemistry, Computers For engineering

Centennial College | Scarborough, ON

April 2023

Ontario Advanced Diploma | Computer Systems Technology

Relevant Courses: Network Management, Ethical Hacking, IT Project Management, Unix/Linux

TECHNICAL SKILLS

Programming Languages: Python, HTML/CSS

Networking Management Tools: Cisco IOS, Cisco Meraki

Operating Systems: Windows XP/Vista/7/8/10/11, Windows Server, Linux, Mac OS, Cisco IOS

Tools: Slack, Jira, Trello, Microsoft Office

PROJECTS

Auto Water Plant System with Raspberry Pi | Self-Directed Project

April 2024 - Present

- Developed an automated plant watering system using Python, Raspberry Pi, and a pump.
- Integrated hardware components such as Raspberry Pi and moisture sensors for real-time soil moisture monitoring.
- Designed and implemented a web interface to remotely monitor watering schedules and track data visualization.
- Demonstrated problem-solving skills by troubleshooting technical challenges and refining system performance.

Capstone Project: Network Re-Design for Orange Banking Company | Centennial College

Jan 2023- April 2023

- Completed a Technologist project redesigning the network infrastructure for a Banking Company.
- Aimed at establishing robust IT infrastructure and services across multiple locations.
- Implemented key services including enhanced data security measures, upgraded encryption standards, modernized hardware and software procurement, and the deployment of VoIP technology.
- Project timeline: January 2023 to April 2024.
- Deliverables included a renovated HQ server farm, secure file-sharing protocols, strengthened wireless networks, and remote site VPN access.
- Bolstered network efficiency and security.
- Ensured scalability for future growth.

Ethical Hacking Project | Centennial College

Feb 2023 - Apr 2023

- Developed and tested an ethical hacking platform within a virtual environment to enhance cybersecurity skills.
- Configured virtual machines including an offensive machine based on Kali Linux and target machines utilizing Metasploitable 2.
- Researched and installed five new tools, conducted ethical hacking engagements, and documented the project with detailed reports and presentations.

PROFESSIONAL EXPERIENCE

Technical Support Representative | Transcom | Toronto, ON

Summer 2024

- Worked under contract for Apple, providing customer support via phone, chat, and email, handling sales, technical support, billing, and retention.
- Utilized advanced Apple systems including Gather, GBI Portal, WWBI, Monster board, iDesk, iLog, iCloud, iTunes, iOS Basics, OS X Basics, Apple ID, Account Security, and more.
- Implemented Apple Operations Process Folder and MSA, conducted reviews (WBR, MBR, QAR, ABR, Daily Ops), and applied knowledge of Apple products, systems, targets, and procedures.

IT Service Desk Analyst | Recipe Unlimited | Vaughan, ON

Summer 2023

- Efficiently troubleshooted restaurant-related issues using various software tools for prompt resolution.
- Provided comprehensive operational and technical support to Recipe Unlimited restaurants via telephone and remote access, ensuring smooth day-to-day operations.
- Collaborated with IT and Restaurant Operations, becoming a subject matter expert in POS systems and Back Office Software.

IT Technician | Canada's Wonderland | Vaughan, ON

Feb 2022 - April 2023

- Primary point of contact, addressing hardware, software, POS, and network inquiries via help-desk line, emails, and phone.
- Install, configure, and manage desktops, laptops, mobile devices, and software to ensure usability. Troubleshoot and diagnose issues, providing both in-person and remote support.
- Assist tech services team in resolving network, camera, and access control issues. Aid in configuring and testing new hardware and software.

PERSONAL EXPERIENCE

IT Consultant | LDL Consulting | Toronto, ON

Feb 2021 - Feb 2022

- Proficiently installed essential software remotely to support clients' home office requirements.
 - Designed and implemented efficient home office configurations to enhance remote work productivity.
 - Set up NAS systems for seamless home and work data storage, ensuring accessibility and security.
 - Provided tailored recommendations for computer, storage, and OS upgrades to optimize clients' remote work environments.
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