

# Liam Cox

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## Technical Skills

**Languages:** Bash, Batch, C, C++, HTML, Java, JavaScript, LaTeX, PowerShell, Racket, TypeScript.

**Operating Systems:** GNU/Linux, iOS, iPadOS, MacOS, Windows.

**Tools:** Apache, Git, Google Workspace, Jira, Microsoft Office, Next.js, React, Samba, Tailwind CSS.

## Education

**University of Waterloo**

**Bachelor of Computer Science**

- GPA: 3.95/4.00

September 2023 – Present

Waterloo, Ontario

**Wilfrid Laurier University**

**Bachelor of Business Administration, Co-op Program**

- GPA: 3.95/4.00

September 2023 – Present

Waterloo, Ontario

## Work Experience

**IT Technician**

**Canada's Wonderland**

- Provided L1/L2/L3 support to over 2000 desktop computers, kitchen display systems, and point of sale systems.
- Developed PowerShell scripts to automate software deployments and apply hotfixes to devices parkwide.
- Actively monitored the Jira service desk and escalated tickets through the appropriate streams as necessary.
- Collaborated with park departments to ensure swift ticket resolution and improve guest experience.
- Provisioned over 100 enterprise email and user accounts using Microsoft Azure Active Directory.
- Improved security by creating AD security groups to minimize unnecessary software and network access.

June – September 2024

Vaughan, Ontario

## Projects

**Personal Portfolio Website**

- Leverage the Next.js framework to develop a personal portfolio website.
- Create dynamic React components using Javascript and Tailwind CSS.
- Maintain well documented version history using Git with separate testing and production branches.
- Deploy using AWS Amplify for a secure and scalable frontend with easy integration of AWS services.

September 2024 – Present

**Pi-Hole DNS and Wireguard VPN Server**

- Maintain uptime by implementing real use monitoring technology with automatic downtime notifications.
- Improve user experience by troubleshooting VPN client failures and installing new certificates.
- Optimize efficiency by writing bash scripts to automate frequent maintenance procedures such as client generation.
- Preserve network security by actively maintaining UFW firewall configuration.

March 2023 – Present

**BDO Future Leaders Finalist**

- Led a team of four other students, placing top 6 out of 219 teams.
- Researched and devised an in-depth solution to help solve ESG problems faced by Canadian firms.
- Integrated feedback and prepared detailed deliverables within the 12-hour competition time frame.
- Delivered comprehensive PowerPoint presentation to an audience of over 400 attendees.

March – April 2024

## Awards

- Wilfrid Laurier University \$4,000 renewable President's Gold Entrance Scholarship. September 2023 – Present
- 3x University of Waterloo Term Distinction for exceeding an 80 % average. September 2023 – August 2024
- \$400 BDO Future Leaders Competition Scholarship. April 2024
- Hodan Nalayeh Secondary School AP Computer Science Outstanding Achievement Award. June 2023