

SUMMARY OF QUALIFICATIONS

- One full year of IT service management experience resolving incidents within SLA's such as Office 365 and business applications. Installed new and supported computers, printers, laptops, phones and RF guns on different campus and remotely. Daily user account management.
- Managed confidential company data through customized spreadsheet processing with barcode integration.
- Demonstrated problem-solving skills by troubleshooting code using test cases, IDE tools, ChatGPT and Stack Overflow.

Technical Skills

- Computer Languages: Python, Java, C, Bash, HTML, CSS, JavaScript, React, Perl, PHP, MySQL, Asp and Ruby.
- IT Tools: ServiceNow, Active Directory, Event Viewer, Reliability history, Performance Monitor
- Development Tools: GitHub, VSCode, Eclipse, SQL Developer, MySQL Workbench, Django
- Microsoft Office Suite: SharePoint, Word, Excel, PowerPoint and Outlook.
- Video Conference Tools: Teams, Zoom and Webex.

EDUCATION

- Bachelor of Science: Computer Science Sept 2021 – Present
Toronto Metropolitan University (formerly Ryerson), Toronto, ON

WORK EXPERIENCE

IT Help Desk Co-op, FGF Brands, Toronto, ON May 2023 – May 2024

- Diagnosed and resolved hardware and software issues for printers, laptops, phones including Office 365 applications and Windows operating system, utilizing reliability history and performance monitor and event viewer.
- Utilize active directory to manage user account's credentials and access permissions for folders, distribution lists and remote desktop connections.
- Monitoring, documenting, and responding to requests and incidents within established service level agreements (SLAs) using ServiceNow.
- Provide both on-site and remote support to users in North America
- Configured and migrated Android phones using Intune, including deploying applications via SCCM and monitoring them through Microsoft Azure.
- Reached out to vendors for warranty support, arranged shipping, and scheduled appointments.
- Conduct training sessions for end-users on new hardware and best practices.
- Collaborate with different teams such as IT infrastructure team members to ensure consistent and reliable IT support services.
- Implement new office and warehouse expansion project coordinating with infrastructure, networking, procurement, IT project specialists, QA, and maintenance teams to successfully migrate resources from the acquired company, Wonderbrands.
- Developed and maintained PowerShell scripts to automate Windows system setups and configurations.
- User Testimonials
"Outstanding support and quick resolution of our technical issues. Nathan Chan's expertise and dedication have greatly improved our workflow." Victoria Lau, QA, FGF brands

Education Assistant, City of Toronto, Toronto, ON

May 2022 – Present

- Conduct heritage and history training including colonialism. Inspire and entertain visitors to discover the value of the museum.
- Creatively prepare elementary students for school in the fall with new academic skills.
- Plan and adapt timetables to different students' interests creatively and daily to promote highly engaged student participation.
- Attend workshops for program planning – OBPE (Outcome Based Planning and Evaluation) – for future programs.

Counselor, Bayview Glen Summer Camp, Toronto, ON

Jul 2021 – Aug 2021

- Contact guardians by phone and precisely document guardians' concerns and camper's allergies and notify team members with precautions to maintain a safe workplace.
- Enhanced and analyzed camper's satisfaction by designing, leading and assigning tasks to staff to run engaging activities.
- Managed camper's security by taking attendance; advised the office of absent campers to ensure that the camp runs smoothly and without surprises.

Assistant Service Desk Technician (Co-op), Ideological Systems, Markham

Feb 2020 – Mar 2020

- Customized user profiles configured windows settings and installed software for customers.
- Troubleshooted customers' hardware and software by researching using both company best practices and internet research.
- Maintained customer inventory in Excel; manipulated unorganized data by using Excel equations features.

Warehouse Worker, Quadient Canada (formerly Neopost), Markham, ON

Jul 2019 – Aug 2019

- Inspected postage meter quality and keyed product numbers into Excel to maintain inventory for clients.
- Assisted in corporate events by preparing materials for company use.

ACADEMIC PROJECTS**Reward Redemption Shopping Application**

2024

- Developed a shopping application using React and Django, ensuring a seamless user experience and robust functionality
- Utilizes PMBOK-aligned software project management methodologies to ensure efficient application performance and adherence to sponsor scope

Arcade Game Application

2021

- Developed an interactive arcade style game with story board, mockup and prototype.
- Lead bi-weekly team call with agile project management to ensure development and testing complete on time with good quality and performance.

VOLUNTEER EXPERIENCE**Staff Assistant, YMCA, Unionville, ON**

Jul 2016 – Jun 2017

- Instructed children on how to properly play sports to encourage a fun and safe environment.
- Informed members of ongoing events at the front desk to promote the YMCA.

AWARDS

- **Dean's list (2023):** 3.5+ GPA.
- **St Robert Catholic High School Academic Achievement Award for Church and Culture, HRE4M1 (2021):** Highest grade in the course.
- **YMCA Volunteer Hall of Fame of the month award (2016):** Best volunteer of the month.

