

SUMMARY OF QUALIFICATIONS

- ServiceNow-focused IT professional with experience supporting IT Service Management (ITSM) functions, including request fulfillment, incident analysis, and problem management.
- Background includes hands-on delivery of catalog solutions, stakeholder collaboration, and structured promotion across environments.
- Experience building secure, offline data processing pipelines to support privacy-conscious, LLM-assisted analysis, informed by real-world operational and support environments.

Technical Skills

- Programming Languages: Python, PowerShell, Java, JavaScript, Bash, SQL
- Web & Scripting Technologies: HTML, CSS, React, Django
- IT & Platform Tools: ServiceNow (Catalog Items, Catalog Client Scripts, Script Includes / GlideAjax, Workflow Studio, System Properties), Active Directory, Event Viewer, Reliability Monitor, Performance Monitor
- Development Tools: Git, GitHub, VS Code, Eclipse, MySQL Workbench
- Databases: MySQL
- Productivity & Collaboration: Microsoft 365 (Office 365), SharePoint, Teams, Zoom

EDUCATION

- Bachelor of Science: Computer Science Co-op
Toronto Metropolitan University, Toronto, ON

Sept 2021 – Present

WORK EXPERIENCE

IT Trainee – Request and Incident Management, City of Toronto, Toronto, ON

May 2025 – Dec 2025

ServiceNow Catalog & Development

- Built and delivered ServiceNow catalog items end-to-end, standardizing request intake and reducing manual handling through structured variables, workflows, and approval processes.
- Developed ServiceNow request solutions in DEV, documenting work through Agile stories and packaging changes into update sets, enabling controlled promotion through QA and UAT prior to production deployment.
- Designed user-friendly ServiceNow request forms by collaborating with cross-functional stakeholders to translate business requirements into clear, usable solutions, reducing friction during request submission.
- Authored and maintained Business Requirements Documents (BRDs), leading stakeholder meetings, reviews, and demos to refine requirements and iteratively improve catalog items.

Incident Analytics & Automation

- Analyzed ServiceNow incident data using Excel (pivot tables, Power Query) to identify recurring issues and trends, supporting the creation of knowledge base articles and problem records for service desk teams.
- Built an offline Python-based data processing pipeline to preprocess high-volume ServiceNow incident data, automating manual ticket review while operating in restricted, no-outbound-connectivity environments to enable privacy-conscious handling and LLM-ready datasets.

IT Help Desk Co-op, FGF Brands, Toronto, ON

May 2023 – May 2024

- Diagnosed and resolved hardware and software issues across Windows devices, Office 365, printers, and mobile endpoints using standard troubleshooting tools.
- Managed and resolved ServiceNow requests and incidents within defined SLAs, ensuring accurate documentation and timely user support.

- Administered user accounts and access permissions in Active Directory, including credentials, group memberships, and remote access.
- Configured and migrated Android devices using Microsoft Intune, transitioning from SCCM-based management and monitoring deployments through Microsoft Azure.
- Developed and maintained PowerShell scripts to automate Windows system setup and configuration tasks.
- Supported an office and warehouse expansion project, coordinating with infrastructure, networking, and IT project teams to migrate systems from an acquired organization.

Education Assistant, City of Toronto, Toronto, ON

May 2022 – Present

- Delivered heritage and history programming, including colonialism-focused content, engaging diverse audiences and promoting meaningful learning experiences.
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- Supported elementary students through creative, skill-building activities to prepare them academically for the upcoming school year.
- Planned and adapted daily schedules based on student interests and learning needs, fostering high engagement and participation.
- Participated in Outcome-Based Planning and Evaluation (OBPE) workshops to support effective program design and continuous improvement.

Counselor, Bayview Glen Summer Camp, Toronto, ON

Jul 2021 – Aug 2021

- Supported camper safety and engagement through activity planning, attendance tracking, and clear communication with guardians and staff.

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

Feb 2020 – Mar 2020

- Configured Windows user profiles, installed required software, and customized system settings to meet user and organizational requirements.
- Troubleshoot hardware and software issues by following company best practices and conducting independent research to resolve user-reported problems.
- Maintained and organized customer inventory data in Excel, using formulas to clean and structure previously unorganized datasets.

ACADEMIC PROJECTS

Reward Redemption Shopping Application

2024

- Developed a full-stack web application using React (frontend) and Django (backend), implementing core shopping and reward redemption functionality.
- Applied structured development practices, including requirements scoping, iterative development, and testing, to deliver features aligned with defined project objectives.

Arcade Game Application

2021

- Developed an interactive arcade-style game, creating storyboards, mock-ups, and prototypes to guide gameplay design and implementation.
- Coordinated bi-weekly team check-ins to track development progress, address issues, and support timely testing and delivery.

AWARDS

- **Dean's list (2023):** 3.5+ GPA.