

# Neil Caoile

**Service Desk Technician | Technical Support | Customer Service Excellence**

[neilcaoilecode@gmail.com](mailto:neilcaoilecode@gmail.com) | 416-781-7414 | Mississauga, ON | [LinkedIn](#) | [Portfolio](#)

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## Professional Summary

Dedicated and detail-oriented entry-level IT professional with a passion for troubleshooting and problem-solving. Strong background in customer service and technical support gained through roles such as Co-op IT Support at the City of Mississauga. Committed to delivering innovative IT solutions and contributing to a dynamic team environment. Currently pursuing CompTIA A+ certification. Bilingual in English and Tagalog, eager to leverage language skills and technical expertise to make a meaningful impact in the IT industry.

## Technical Skills

- Deep understanding of computer hardware and software functionality.
- Strong understanding of IT fundamentals through current CompTIA A+ and Professor Messer study courses.
- MS 365 installation and configuration. Fully competent in Microsoft Windows, Office Word/Excel/PowerPoint
- Troubleshooting process of execution and understanding of monitoring systems such as Event Viewer to help diagnose software and hardware issues.
- Installed MS Server '19 on Oracle VM Virtual Box to understand virtual administrative systems.
- Prior experience in assembly and dismantling of computer hardware as well as knowledge to determine possible upgrades to certain hardware or peripherals

## Soft Skills

- Effective Communication, Attention to Detail, Customer Service Orientation, Teamwork, Time Management

## Professional Experience

- **City of Mississauga Municipal Government** January 2022 – April 2022  
**CO-OP IT Support** Mississauga ON
  - Delivered end-user technical support, resolved queries involving Windows 7/10 and, and assisted in Active Directory tasks such as adding users to groups and creating new user accounts.
  - Assisted in group policies to enforce security settings, software installation, and other configurations across the network.
  - Utilized IT ticketing systems effectively to log incidents and service requests, ensuring detailed documentation and swift resolution.
  - Managed LAN/WAN connections and addressed DNS and DHCP issues.
- **Tim Hortons** Various Periods 2017 - 2021  
**Part Time Customer Service Associate** Mississauga, Toronto ON
  - Direct customer service and relations.
  - Skills in time management, organization, and cleanliness in work environment.

## Education

- **Sheridan College** Brampton, ON  
Computer System Technician-Software Engineering, April 2023
- **CompTIA A+ Certification**-Student ProfessorMessor.com/Jason Dion, 2024 Present
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## Additional Information

- Possess a valid Ontario Driver's License (G) and clean driving record.
- Ability to lift 40-60 lbs. safely.