

Erino Isidori

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OBJECTIVE

Aspiring to secure an entry-level position in roles like **IT Systems Assistant, Technical IT Assistant, Web Development Assistant** where I can apply my foundational knowledge and skills gained through a comprehensive IT diploma from George Brown College. Eager to contribute to a dynamic team by providing exceptional user support, troubleshooting technical issues, and leveraging my proficiency in Windows and Linux environments.

HIGHLIGHTS OF QUALIFICATIONS

- 6+ years' experience in customer service and in problem-solving intensive environments.
- Experience working with Windows & Linux in client and server environments, both physically and virtually through VMware Workstation and Oracle VirtualBox.
- High communication and listening skills maintaining positive relations and listening to and relaying instruction with clarity.
- Proficient with a variety of software such as Microsoft Office 365 Suite, Virtualization software, Cisco Packet Tracer, Adobe Cloud services.
- Experience across multiple industries providing a comprehensive understanding of client needs and facilitates the development of holistic solutions.

TECHNICAL SKILLS

- Network Management
- Server Administration
- Windows Environments & Linux Environments
- Hardware Maintenance
- Python & Shell Scripting
- Imaging and Installation
- Office 365 & Adobe software
- Active Directory
- Developer Operations
- HTML/CSS Development
- Git and Version Control

EDUCATION

George Brown College, Toronto ON
Computer Systems Technician

Sept 2022 - May 2024

- Windows Server 2016 Network Infrastructure and Management project: Created 4 virtual machines (2 servers, 2 clients), configuring key services (Active Directory, DNS, DHCP, WINS, RAS), VPN setup for client computers, and establishment of a custom domain name. Demonstrated a thorough knowledge of domain management, user security, and deploying software for clients through group policies.
- Shell Scripting Group Project: Created a shell script including 3 interactive math tasks with a menu to choose between them. Content was split evenly between two people and completed in a timely manner while keeping open communications. The creation of this project illustrated excellent teamwork, organization, and communication skills.
- Collaborated in a group assignment focused on Git repository management and version control, including creating branches, making commits, and resolving merge conflicts, resulting in a comprehensive understanding of version control systems and collaboration tools. Led the integration of the group's repository with Travis CI, ensuring streamlined development processes and efficient project management.

RELEVANT CERTIFICATIONS / SKILLS

- CCNAv7
- CompTIA A+ (In Progress)
- CompTIA Security+ (In Progress)
- CompTIA Network+ (In Progress)
- CISSP (In Progress)
- CISM (In Progress)
- MCSA (In Progress)
- VCTA (In Progress)

PROFESSIONAL EXPERIENCE

Lowe's Canada

May 2023 – Aug. 2023

Toronto, ON

Peak seasonal sales associate

- Provided exceptional customer service by leveraging in-depth product knowledge to offer expert recommendations, address customer inquiries, and propose solutions tailored to specific project requirements.
- Contributed to enhanced customer satisfaction and developed a reputation as a trusted resource for product information.

EB Games/GameStop

Oct. 2021 – Aug. 2022

Alliston, ON

Keyholder/Sales Associate

- Consistently surpassed membership and sales targets, earning recognition as the top-performing sales associate at the location.
- Demonstrated leadership by being responsible for store closures, training new associates, and managing cash deposits.

HJV Equipment

Feb. 2021 – Jul. 2021

Alliston, ON

Contractual Worker

- Prioritized punctuality and effectively met project deadlines while collaborating harmoniously with coworkers.
- Collaborated with the engineering team to analyze and document designs, contributing to the development of comprehensive technical documentation, and gaining valuable practical experience in industrial engineering processes.

GENERAL SKILLS

- Customer Service
- Cash Handling
- POS Systems
- Inventory Management
- Merchandising
- Sales
- Teamwork
- Communication
- Problem-solving
- Continuous Learning

References and Additional Job Experience available on request