Nicholas Reilly

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EDUCATION

Software Engineering Technology   **Sep 2024 – Apr 2026**
Conestoga College   *Waterloo, ON*

Information Technology Foundations   **Sep 2019 - Apr 2020**
Conestoga College   *Cambridge, ON*

SKILLS

Languages	Python | C++ | C# | JavaScript | HTML | CSS | PHP| PowerShell | ASP | VB.NET
Databases	PostgreSQL | Oracle SQL | Microsoft SQL Server |
Technologies	Docker | Azure AD | Kubernetes | Azure DevOps | Git | Visual Studio | Eclipse | VMWare
Frameworks	.NET | .NET Core | ASP.NET

EXPERIENCE

Region of Waterloo   **Mar 2023 – Jun 2024**
ITS Support Consultant   *Waterloo, ON*

- Spearheaded IT support operations, resolving 90% of service tickets on first contact, reducing downtime for 500+ employees.
- Managed and administered Microsoft Exchange, Office 365, Teams, and Azure AD, ensuring seamless collaboration and security compliance.
- Conducted on-site IT audits and security reviews, mitigating network vulnerabilities and ensuring compliance with ITS governance policies.
- Configured, supported, and troubleshot enterprise mobile device management (MDM) solutions, improving data security and usability.
- Created and maintained knowledge base documentation, optimizing troubleshooting workflows and reducing repeat incidents.
- Developed and tested standardized and custom PC images for efficient deployment ensuring compliance with licensing policies and maintaining asset inventory.

Wellington Healthcare Alliance   **Nov 2022 – Mar 2023**
Junior System Administrator   *Fergus, ON*

- Managed network infrastructure across three hospital sites, overseeing firewall configurations, VPN connectivity, VoIP systems, and intrusion prevention systems (IPS) to maintain secure and uninterrupted communications.
- Led Microsoft 365 migrations, optimizing cloud-based collaboration and data security across all departments.
- Designed and implemented Apple MDM infrastructure, leveraging Apple Business Manager and Apple Configurator to ensure seamless deployment of mobile health information system applications while maintaining compliance with patient data security policies.
- Developed PowerShell scripts and automated workflows using the Power Platform, reducing IT response time and streamlining hospital IT operations.
- Collaborated with Guelph General Hospital and Grand River Hospital to deploy and integrate new healthcare systems, ensuring interoperability and troubleshooting technical issues affecting critical hospital operations.
- Maintained cybersecurity standards, enforcing policies for network security, system access controls, and endpoint protection to safeguard patient data and hospital IT infrastructure.
- Developed foundational knowledge of Automatic Vehicle Location (AVL) systems, gaining insight into real-time vehicle tracking, fleet coordination, and GPS-based dispatching used in Paramedic Services.

Apple   **Aug 2017 – Nov 2022**
Lead Technician   *Waterloo, ON*

- Managed and resolved complex technical escalations, achieving a 98% resolution rate for escalated cases.
- Trained and mentored a team of 10+ technicians, ensuring compliance with Apple's repair standards and security protocols.
- Developed efficient diagnostic workflows, reducing average repair time by 25% while maintaining high customer satisfaction scores.
- Assisted in deploying and configuring enterprise Apple device management (MDM) solutions, streamlining mobile fleet administration.
- Led technical workshops, enhancing staff proficiency in hardware troubleshooting, OS diagnostics, and enterprise-level device repair.

CERTIFICATIONS

Apple Certified Mac Technician	Earned: **Oct 2017**
Apple Certified iOS Technician	Earned: **Oct 2017**
CompTia Network+	Earned: **Apr 2023**
CompTia Security+	Earned: **Jul 2023**