

Nicholas Reilly

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[GitHub](#) | [LinkedIn](#)

EDUCATION

Software Engineering Technology

Conestoga College

Sep 2024 - Apr 2027

Waterloo, ON

Information Technology Foundations

Conestoga College

Sep 2019 - Apr 2020

Cambridge, ON

SKILLS

Programming Languages Python | C++ | C | C# | JavaScript | HTML | CSS | PHP | PostgreSQL | Oracle

Technologies Docker | Azure AD | Kubernetes | Azure DevOps | Git | Visual Studio | Eclipse

EXPERIENCE

Region of Waterloo

ITS Support Consultant

Mar 2023 - Jun 2024

Waterloo, ON

- Provided technical support to local and remote staff, resolving hardware and software issues across platforms and maintaining a high standard of IT service.
- Managed and administered accounts for Microsoft Exchange, Office and Teams; performed file and e-mail restorations as needed.
- Conducted regular on-site maintenance visits, proactively identifying potential issues and implementing preventative measures.
- Configured, supported, and advised on mobile device usage from account setup to software installations.
- Collaborated with supervisors to implement new technologies and recommend automation strategies.
- Created and maintained knowledge-based documentation for recurring issues to streamline troubleshooting process
- Developed and tested standardized and custom PC images for efficient deployment ensuring compliance with licensing policies and maintaining asset inventory.

Wellington Healthcare Alliance

Junior System Administrator

Nov 2022 – Mar 2023

Fergus, ON

- Analyzed and managed network security across three hospital sites, compiling and troubleshooting network logs and collaborating on issue resolution.
- Oversaw the procurement, configuration and monitoring of door security panels and lighting infrastructure to ensure operational integrity.
- Presented solutions for hospital IT challenges, collaborating closely with stakeholders to support automation, new hardware deployment, and system evaluations.
- Partnered with help desk staff to test and evaluate systems, ensuring smooth functionality prior to organization wide release.

Apple

Lead Technician

Aug 2017 – Nov 2022

Waterloo, ON

- Handled complex technical escalations, achieving resolution and satisfaction for escalated customer cases.
- Led a team in maintaining repair standards, safety protocols, and providing hands on training on the latest repair procedures.
- Facilitated team communication and development, guiding professional conduct, performance expectations and safety compliance.
- Supported operations by ensuring balanced cash registers, assisting sales staff in meeting targets and coordinating new hire onboarding and training.
- Developed a Python based command line web scraper to automate data extraction from various websites enabling users to filter specific content based on predefined parameters.
- Utilized beautiful soup and requests libraries to parse HTML, retrieve relevant data, and output filtered results in a user-friendly format.
- Optimized scraper performance to handle large data set sufficiently implementing error handling for timeouts and page load failures to ensure reliable operation.
- Created the project as an open-source tool allowing users to contribute and adapt the scraper to different websites or use cases.
- Leverage regular expressions and data processing techniques to filter and clean the scraped content, delivering accurate and relevant information to end users.

PROJECTS

HTML Web Scraper

Jan 2024 – Mar 2023

Independent Developer

Waterloo, ON

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filter specific content based on predefined parameters.

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Emergency Notification System

Sept 2024 – Dec 2024

Independent Developer

Waterloo, ON

- Designed and implemented a Python-based emergency notification system for Conestoga College, allowing security personnel to send emergency alerts across multiple sites via a user-friendly Tkinter interface.
- Developed a Flask server to manage HTTP POST and GET requests, enabling real-time communication between the UI and the network infrastructure.
- Implemented network evaluation logic to automatically scan and validate IP addresses across possible subnets, ensuring accurate targeting of the correct site for each notification.
- Created a custom HTML payload system that opens an alert page on users' web browsers, providing a visual warning in case of emergencies.
- Integrated error handling and logging to ensure the system operates smoothly and remains resilient under high-traffic conditions.