

# Nicholas Reilly

[nicholas\\_reilly@outlook.com](mailto:nicholas_reilly@outlook.com) 2267525910

[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.

## PROJECTS

### Personal Portfolio Website

Dec 2024

Independent Developer

Waterloo, ON

- Developed a personal portfolio website using HTML, CSS and JavaScript hosted on GitHub Pages.
- Showcased skills with sections for projects, resume download, and contact information.
- Incorporated interactive elements such as JavaScript animations and smooth page transitions.
- Designed a clean, professional layout with responsive design for mobile and desktop devices.
- Utilized GitHub Pages to deploy and maintain the site, demonstrating proficiency in web development and version control.

### Emergency Notification System (Python)

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.

## **Student Management System**

**Nov 2024 – Dec 2024**

*Independent Developer*

*Waterloo, ON*

- Developed a C/C++ command line application for managing student records.
- Implemented struct arrays to store student data, including grades.
- Enabled file operations to save and load student data.
- Provided functionality for adding new students, modifying grades for individual students, and reading from/writing to files.
- Demonstrated strong understanding of arrays, structs and file handling in C/C++.

## **C# Calculator**

**Nov 2024 – Dec 2024**

*Independent Developer*

*Waterloo, ON*

- Built a C# calculator application using object-oriented programming principles.
- Designed a graphical user interface to perform basic arithmetic operations like adding, subtracting, multiplying and dividing.
- Implemented object-oriented programming concepts like classes, methods and events for efficient code structure and reusability.
- Demonstrated familiarity with C# coding language and Windows Presentation Foundation to create a user friendly and interactive experience.