

SUMMARY

- Experienced IT Specialist with expertise in hardware and software support, focusing on configuring, troubleshooting, and optimizing Windows environments and mobile devices.
- Skilled in cloud and DevOps tools such as Docker, Terraform, Ansible, and Azure Functions to deliver scalable and reliable infrastructure solutions.
- Proficient in database management with PostgreSQL, MongoDB, Redis, and Oracle, optimizing data processing and ensuring secure storage.
- Skilled in Microsoft Windows 11, Office 365, and Active Directory with a proven track record in resolving technical issues promptly in fast-paced settings.
- Optimized and monitored cloud environments using AWS CloudWatch, Azure Monitor, and GCP Stackdriver, ensuring peak performance, cost efficiency, and system reliability through proactive analysis and tuning.
- Hands-on experience in desktop and laptop setup, phone migration, and user training to ensure smooth device transitions and enhanced user productivity.

TECHNICAL SKILLS

- **Languages:** Python, PowerShell, Bash, JavaScript, PHP, Go, Java
- **Databases:** PostgreSQL, MongoDB, Redis, Oracle, MySQL
- **Frameworks and Tools:** Flask, Django, Spring Boot, React.js, Bootstrap, Terraform, Ansible
- **Version Control and Project Management:** Gitlab, GitHub, Azure DevOps, Jenkins, Jira, Confluence
- **Operating Systems:** Microsoft Windows, macOS
- **Others:** Office 365, Active Directory, Intune, Microsoft Endpoint Manager, Docker, Kubernetes, Azure Functions, Terraform, CloudFormation, Serverless Computing, CI/CD Pipelines (Jenkins, Azure Pipelines), AWS, Azure, GCP

EDUCATION

Cloud Development and Operation Graduate Certificate Algonquin College	Sep 2023 – Apr 2024
Diploma in Computer Programming Algonquin College	May 2018 – Apr 2020
Diploma in Computer Engineering L.J. Polytechnic	Sep 2014 – Aug 2017

WORK EXPERIENCE

Technical Support Analyst Avanade, Ottawa, Ontario	Mar 2025 – June 2025
<ul style="list-style-type: none">• Configure, deploy, and manage laptops and mobile devices for EDC (Export development Canada) users using Microsoft Intune and Windows Autopilot, following enterprise standards.• Perform laptop re-imaging using Windows Autopilot and Intune to ensure standardized, secure, and up-to-date device configurations.• Assist end-users with device enrollments, replacements, and migrations through Autopilot provisioning and Intune management.• Troubleshoot and resolve hardware, software, and configuration issues across Windows 10/11 and mobile platforms.• Deliver user support and training on Windows OS, Office 365, and enterprise applications managed through Intune.• Maintain endpoint security by enforcing antivirus, system updates, BitLocker encryption, and compliance policies via Microsoft Endpoint Manager.	

- Document and manage IT incidents, deployments, and service requests using a ticketing system (ServiceNow).
- Collaborate with EDC's internal IT teams and external vendors to ensure high-quality, secure IT service delivery and support modernization initiatives.
- Delivered exceptional customer service by guiding users through technical solutions and providing training on tools like Office 365 and Active Directory.

IT Analyst

May 2024 – Nov 2024

Agriculture and Agri-Food Canada (AAFC), Ottawa, Ontario

- Designed and deployed automated Azure infrastructure using Terraform and Azure Functions, integrating serverless solutions to enhance scalability, streamline provisioning, and optimize operational efficiency.
- Developed robust automation scripts with Azure CLI and PowerShell to manage Azure resources dynamically, automate VM operations, and execute complex command runner tasks effectively.
- Built and optimized CI/CD pipelines in Azure Pipelines, reducing release cycles, improving deployment efficiency, and ensuring seamless application delivery across multiple environments.
- Engineered secure and efficient Azure-based solutions for data processing by designing scalable data pipelines and storage solutions with Azure Storage Accounts, Azure SQL Database, and Blob Storage.
- Delivered tailored cloud infrastructures by implementing Kubernetes-based solutions for containerized workloads, Docker for container management, and Azure Functions for serverless applications, meeting diverse project needs.
- Collaborated with clients to implement cloud strategies, troubleshoot issues, and adopt best practices for performance optimization, cost management, and system reliability.
- Monitored and secured Azure environments through proactive performance tuning with Azure Monitor, Application Insights, and Log Analytics, while conducting security audits to align with compliance and safeguard sensitive data.

Mobile Patrol Supervisor

Jan 2022 – Jan 2023

Park Indigo, Halifax, Nova Scotia

- Reset, reconfigure, and maintain parking meters to ensure smooth operation and adapt pricing based on market demands.
- Assisted customers with setting up accounts for online payments as part of a paperless initiative in selected locations.
- Managed a team of 15+ staff members, addressing their operational needs and providing guidance for improved efficiency.
- Built positive relationships with clients and customers by addressing complaints and recommending effective solutions.
- Collected and deposited parking revenues, prepared reports, and shared parking statistics with stakeholders.
- Conducted daily patrols and inspections to ensure proper functioning of equipment, lighting, and supplies across multiple parking lots.
- Performed minor equipment repairs to minimize downtime and maintain seamless operations.

Field Service Technician

Apr 2021 – Oct 2021

SC360/BTS, Ottawa, Ontario

- SCTE-ISBE Certified Fulfillment Technician, showcasing advanced expertise in telecommunications installation and support.
- Installed and configured internet services, modems, routers, TV boxes, and phone lines, ensuring seamless connectivity for customers across laptops, phones, and other devices.
- Delivered exceptional customer service by assisting clients in setting up and optimizing home networks, providing step-by-step guidance to connect devices.
- Troubleshoot and resolved complex technical issues with hardware and software in high-pressure environments, ensuring minimal downtime and enhanced customer satisfaction.

- Ran new lines from main distribution points to customer premises, efficiently addressing service disruptions and improving network reliability.
- Maintained and organized inventory in company-assigned vehicles, ensuring availability of tools and equipment for uninterrupted service delivery.
- Acted as a trusted brand representative by educating customers on product features and providing tailored solutions to meet their needs.
- Adhered to health and safety protocols while working independently and assisting team members in field operations.

ACADAMIC PROJECTS

Stock Market Application

Sep 2023– Dec 2023

- Spearheaded the development, debugging, and optimization of a Real-Time Stock Tracker, deploying Flask and SocketIO to simulate and broadcast live stock price updates for a dynamic dashboard.
- Constructed GraphQL schema and server-side logic for efficient querying and mutation of stock data with Python.
- Implemented automated background tasks in Flask to periodically update and broadcast stock prices to all connected clients.
- Leveraged Flask-SocketIO for real-time web socket communication, ensuring immediate synchronization of stock data on client-side.
- Crafted a user-friendly front-end display leveraging Flask's rendering engine to visualize live stock market changes.

Event Booking System

Jan 2020– May 2020

- Developed a SaaS application serving as an Event Manager interface deploying PHP, Java, ES6, DOM, and MySQL, implementing unit tests for quality assurance.
- Installed, configured, and maintained PHP, Apache, Git, and MySQL.
- Created a Controller and Models for business logic and data manipulation using Spring, ORM, and MVC architecture, ensuring efficient backend processing.
- Developed application components using test-driven development in an Agile environment, actively participating in sprints to deliver timely and iterative improvements.
- Conducted code reviews and applied advanced algorithms for optimal performance.

CERTIFICATES & TECHNICAL TRAINING

- **Clearances:** Secret Security Clearance
- **Certified Kubernetes Administrator (CKA)**
- **LinkedIn Learning:** Cloud Native Twelve-Factor Applications, DevOps Foundations: Containers, Continuous Delivery/Continuous Integration, Serverless Architecture, Learning Jenkins, Terraform: Managing Network Infrastructure, Learning Kubernetes, Serverless Computing with AWS Lambda, Docker on Azure, Learning Terraform.