
Andrew Piper

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Technical Skills:

- Database management using SQL
- Understanding of System Development Life Cycle (SDLC)
- Advanced troubleshooting (Hardware and Software)
- Experience using Microsoft suite to make\generate reports and documentation
- Knowledge programming of languages including Java\JavaScript, .Net, PHP, CSS, HTML5, MySQL, C#, and Swift
- Used Visual Paradigm, NetBeans, Eclipse, VMWare, Wireshark, Visual Studio, and others
- Experience with Windows, Unix/Linux, Android, MacOS, IOS

Other Skills:

- Extremely organized
- Highly motivated and Determined
- Very resourceful and adaptable
- Able to explain concepts efficiently
- Great communication skills
- Good at time management and multitasking
- Works well in groups and individually
- Excellent problem-solving skills

Education:

Systems Analysis – Co-op Program

September 2016 – Present

Sheridan College, Brampton, ON

Currently in 3rd year of a 3-year program

Electromechanical Engineering

September 2015 – April 2016

Sheridan College, Brampton, ON

Completed 1 year of a 3-year program

Ontario Secondary School Diploma

September 2011 – June 2015

Georgetown District High School, Georgetown, ON

Experience:

Government of Ontario

IT Executive Field Service Co-Op

May 2019 – August 2019

Toronto ON

- Imaged and deployed system for executive clients.
- Deployed phones using intune company portal for executive clients
- Resolved technical issues for executive clients in person

- Took part in a “techlounge” project where users brought their computers/phones to be fixed in person.
- Assisted with 2019 cabinet minister shuffle project

TD Bank Financial Group
IT Build Analyst Co-Op

September 2018 – January 2019

Toronto ON

- Imaged and deployed systems for users with many different roles.
- Resolved technical issues for users in person, on the phone and through e-mail
- Completed both software and hardware upgrades for both laptops and desktops.
- Worked close with windows 10 project lead in delivering OS globally to TD Securities
- Created documentation on processes and procedures followed by IT Personnel as well as general users
- Used excel to create automated reports on windows 10 migration, to show status of users as well as progression of deployment

TJX Canada

Jr Technical Analyst Co-Op

January 2018 – April 2018

Mississauga ON

- Imaged and deployed systems for users with many different roles.
- Resolved technical issues for users in person, on the phone and through e-mail
- Worked with my team to finish projects such as setup for training sessions and system updates.
- Had a major role on a project to deploy 14 new laptops for district coordinator's.
- Decommissioning old systems properly as not to expose sensitive information.

VWR International

Student Material Handler

May 2016 – August 2017

Mississauga ON

- Transported goods from racks, shelves and vehicles
- Received incoming shipments and reviewed contents against purchase order for accuracy
- Entered data into database(QSS) to load and manipulate data and to produce reports
- Worked at a rapid pace to meet tight deadlines
- Troubleshoot Inventory issues and resolved problems accurately and efficiently

Odyssey Systems & Solutions

Co-op Student (Highschool)

February 2015 – June 2015

Georgetown ON

- Set up, tested and configured networks, desktops, laptops and printers
- Installed motherboards, processors, RAM and graphics cards
- Performed desktop and laptop repairs on Lenovo, Asus and other brand name systems
- Performed diagnostic tests and repaired malfunctioning hardware and software
- Troubleshoot Customers issues and resolved problems accurately and efficiently

Interests:

- Building computers, Automotive, General Electronics, Paintball, Video Games, Tv/Movies

References:

Available upon Request.