

Ashley Masters

Halifax, Nova Scotia
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Work Experience

Dalhousie - CS Tech Support Desk
6050 University Ave

Sept - Dec 2023, Apr – Dec 2024

- Learning and using a variety of technologies (PHP, Python, Power Automate and other Microsoft apps, Ticket, Asset, Printing and Authentication systems, SSH)
 - Troubleshooting technical issues, such various student software and AV support
 - Some experience overseeing coworkers and various tasks/projects
 - OS setup, equipment loaning, printer maintenance, moving equipment, odd jobs.
 - Hired after co-op term to fill position, extended twice, then a hiring freeze meant I could no longer be extended

Atlantic Superstore - PC Express/Garden Center/Produce/Cashier
210 Chain Lake Dr

Feb 2022 - Sept 2022

- Learning and excelling in various roles quickly
 - Customer service experience in a variety of situations

Dairy Queen - Grill
188a Chain Lake Dr

Oct 2021 - Jan 2022

- Functioning in a high stress environment
 - Quick adaptation to busy periods

Skills and Abilities

- High proficiency in technology, computers and mathematics
 - Fast learner
 - Excellent problem solving and optimization skills
 - Analytical and logical thinker
 - Background in a variety of customer service positions
 - Experience cleaning and organizing various workplaces
 - Java, MySQL, Python, C++, C, HTML, PHP, Smalltalk, Git, Agile Development

Education

Dalhousie University
Halifax, Nova Scotia

Fall 2020-Winter 2024 (Breaks for working)

- Bachelor of Computer Science
- 61/120 credit hours
- GPA 3.85; 3.77 in Eng/Math/electives, 3.91 in CS classes

Certifications

CISCO
CCNA Routing & Switching: Introduction to Networking

June 26, 2018

Extracurriculars

Scouts Canada September 2008 - August 2019

- Fundraised for and attended 3 Jamborees in 2013, 2017 and a world jamboree in 2019
- Helped organize and run small events as a senior scout
- Experience using a variety of tools with a focus on safety

Semi-Competitive TF2 Dec 2018 - Nov 2023

- Played on 35 teams in multiple formats, and lead 4 of them
- Learned a lot about communication, teamwork, leadership, and self-improvement
- Extensive experience mentoring others, have been mentoring one team Aug 2022-Present

Music 2017 - Present

- Drum lessons February 25, 2018 - July 2021
- I have been learning vocals and guitar while continuing to practice drums

Electronics 2016 - Present

- In high school, I spent lunch periods and after-school working with Brad Watt (Halifax West) on various projects, such as setting up dozens of Raspberry pi computers
- I built my own PC back in ~2016, and I have been slowly updating and upgrading it. It is still in great working order today

References

Devi Swathi

Director of Tech Services and Infrastructure, Dalhousie Computer Science
Deviswathi@dal.ca

Chris Shaw

Help Desk Supervisor, Dalhousie Computer Science
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