



# ANGEL LAVOIE

PRONOUNS: HE/HIM/HIS OR THEY/THEM/THEIRS

## PERSONAL PROFILE

I am a hard working aspiring System Administrator with a leaning focus in Linux System Management. I am very much a hands-on learner with a organized mindset and am determined in what I do.

## SKILLS

### -Programming Languages:

Java, Kotlin, Python, MySQL, Bash, Powershell

### -Software:

IntelliJ, GitHub, GitLab, VirtualBox, Powershell, Active Directory, Visual Studio and Visual Studio Code, Eclipse, PhpMyAdmin, Android Studio, Docker

### -Operating Systems:

Windows 7; 8; 10, Mac OS-X, Ubuntu-Based Linux

## CONTACT INFORMATION

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## PROJECTS

### -Discord Bot | Individual

-Developed

a bot program for the popular chat service Discord using a user made Python library named Discord.Py

-Created for users of Discord to type commands to the bot to get links to various resources, do auto calculations for different situations, and provide in-game data all revolving around the game series Borderlands

-Made in Visual Studio Code using Python, Discord.Py, and various other packages

## WORK HISTORY

### Technical Support Specialist (Co-Op)

*Wentworth Division of Technology Services, May 2019-Aug 2019; May 2020-Aug 2020; Jan 2021-May 2021*

-Assisting users with technical questions and issues they may have, ensuring an easy and friendly technology user experience

-Working closely with the Software Deployment team to manage and troubleshoot distribution of software for users associated with the school

-Managed the Department's Paperspace portal which was used to provide users with Virtual Machines they could use remotely when a machine of theirs was in remote repair due to Covid-19

-Running the Department's Asset Inventory systems as well as being the frontline point person for the Department's brand new Virtual Desktop solution Apporto. Overall making sure students, staff, and faculty alike all have the technology both virtual and physical, that they need to succeed.

### Technical Support Specialist Student Lead

*Wentworth Division of Technology Services, 2018 to Present*

--Assisting users with technical questions and issues they may have, ensuring an easy and friendly technology user experience

-Working closely with the Inventory Management and Repair teams to coordinate and perform the repair and/or deployments/returns of campus technological assets

-Be a resource for other students in the work place and help give the student workers a voice in the work place through communication with full-time staff on what the focus and concern of the student workers are

## PREVIOUS EDUCATION

### Wentworth Institute of Technology | Boston, MA

*Bachelor of Science in Computer Networking, Expected Dec 2021*

-Fulfilled Requirements for Computer Science Minor

-Resident Assistant on Campus from 2018 - 2020

-Student Representative on the Oversight Committee for the newest planned Residential Building (Spring and Summer of 2020)

### Related Courses:

*Security Principles, Database Management Systems, Data Structures, Operating Systems, Algorithms, Network Administration, Computer Security, System Administration, Wireless Networks & Advanced Wireless Networks*