Sam Telford

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(705) 230 1865

- Familiar with: scripting, Cisco IOS, Windows, macOS, Linux, Google applications and admin tools, Office 365, Active Directory, helpdesk ticketing systems and Sophos antivirus
- Experienced in configuring computer hardware, software and networking equipment, creating documentation and providing end user support
- Knowledgeable about asset management systems, remote access software for diagnosing and fixing software issues, remote software deployment and management systems

WORK EXPERIENCE

Systems Analyst Co-op   Sept. 2016 - Dec. 2016,
Vidyard   May 2017 - Aug. 2017
                                                                      Kitchener, Ontario
- Imaged, prepared, deployed, managed and retrieved workstations company-wide
- Provided first and second line support for users experiencing hardware and software issues
- Ran A/V for company meetings and livestreams
- Configured switches and assisted in managing virtual machines
- Onboarded and trained new hires
- Created and maintained an asset management system, a document management system and an internal knowledgebase

End User Devices - Junior Technician   Jan. 2016 - Apr. 2016
Toronto Transit Commission   Toronto, Ontario
- Responsible for the setup and imaging of hundreds of devices
- Provided second-line support for users experiencing hardware and software issues
- Deployed, retrieved and managed TTC assets where appropriate

Student Developer   May 2015 - Aug. 2015
Morneau Shepell Ltd.   Markham, Ontario
- Created unit tests using Jasmine and Karma for an AngularJS webportal
- Planned and implemented a Team Foundation Server build script hook to run unit tests automatically using Gulp tasks

EDUCATION

Bachelor of Mathematics   Sept. 2014 - Apr. 2019
University of Waterloo   Waterloo, Ontario
- Participated in 11 university clubs, including the ballroom dance and badminton clubs

CERTIFICATIONS

CCNA Discovery 1: Networking for Homes and Small Businesses	*Cisco*
CCNA Discovery 2: Working at a Small-to-Medium Business or ISP	*Cisco*
Standard First Aid with CPR C	*Lifesaving Society*

"10/10 would hire again" - Daphne Reed, Team Lead Ops, Vidyard