

- Familiar with Windows, macOS, Linux, Google applications and admin tools, Office 365, Active Directory, Cisco IOS, helpdesk ticketing systems and enterprise 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  
Vidyard

Sept. 2016 - Dec. 2016,  
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
- Trained new hires on company software, hardware and associated policies
- Set up and maintained an IT asset management system, a document management system and an internal knowledgebase
- Deployed Zoom video conferencing systems to meeting rooms
- Managed the rollout and maintenance of Sophos Antivirus
- Built a small-form-factor PC for VR gaming

End User Devices - Junior Technician  
Toronto Transit Commission

Jan. 2016 - Apr. 2016  
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
- Trained Station Managers in using TTC-imaged Windows 8 tablets

Student Developer  
Morneau Shepell Ltd.

May 2015 - Aug. 2015  
Markham, Ontario

- Created AngularJS unit tests and TFS build scripts

## EDUCATION

Bachelor of Mathematics - General  
University of Waterloo

Sept. 2014 - Apr. 2019  
Waterloo, Ontario

## CERTIFICATIONS

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

Cisco  
Cisco  
Lifesaving Society

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