

- 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  
Vidyad

September 2016 -  
December 2016,

- 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

May 2017 - August 2017

Kitchener, Ontario

End User Devices - Junior Technician  
Toronto Transit Commission

January 2016 - April 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

Student Developer  
Morneau Shepell Ltd.

May 2015 - August 2015  
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  
University of Waterloo

September 2014 - April 2019  
Waterloo, Ontario

- Participated in 11 university clubs, including the ballroom dance and badminton clubs

## 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, Vidyad*