

Robert Muir

<http://www.muirdev.me>

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Education

Software Development and Network Engineering Co-Op Diploma

Sheridan College, Oakville Ontario

Fall 2013 to Winter 2016

Pre-Apprenticeship Electrical Certificate

The Centre for Skills and Development and Training, Burlington, Ontario

2010 to 2011

General Arts and Science Certificate

Durham College, Oshawa, Ontario

2007 to 2008

Technical Skills

Java, JavaScript, HTML, CSS, Perl, C, .NET with C#, Obj-C, Python, PHP, PL/MySQL, SQLPlus, MongoDB
Public Switched Telephone Network

Work Experience

Technical Analyst – End User Support

TJX Canada, Mississauga Ontario

May 2016 to August 2016

- Imaged, tested and deploy new computer systems.
- Trained new hires on company practices and standards.
- Reviewed, troubleshoot, resolved user incident tickets.
- Used Sys-Admin Tools to deliver, upgrade and maintain software on networked computers.

Technical Analyst – Network and Telecom

TJX Canada, Mississauga Ontario

August 2015 to December 2015

- Helped deploy VOIP phones and give tutorials to all new users.
- Troubleshoot network issues.

Field Technician and New Hire Mentor

Bell Technical Solutions, Mississauga Ontario

2011 to 2016

- Planned network installations by studying customer orders, plans, manuals, and technical specifications; ordering and gathering equipment, supplies, materials, and tools, assessing installation site; preparing an installation diagram.
- Verified services by testing circuits, equipment, and alarms; identifying, correcting, or escalating problems.
- Maintained network by troubleshooting and repairing outages; tested network backup procedures; and updating documentation.

Student Network Technician

Evertz Microsystems Ltd, Burlington Ontario

January 2015 to April 2015

- Helped plan, design, and assemble Audio and Video Network Switching products prior to Customer Demonstrations.
- Bug tested firmware prior to release.
- Worked in a team environment moving between projects based on priority.
- Hands-on hardware experience with proprietary hardware.