

# Robert Muir

<http://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#, ASP, Python, PHP, SQL, 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.