

Stewart Wilcox

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Demonstrated Skills

- Experienced Service Desk Technician.
- Experienced in Active Directory, Group Policy and other server roles.
- Experienced in PowerShell and BASH.
- Experienced in server virtualization technologies, specifically VirtualBox.
- Experience with network storage solutions.
- Experience with backup and disaster recovery planning.
- Experience with cybersecurity tools.
- Familiar with all sorts of systems hardware including servers, storage devices, and other related hardware.
- General database knowledge.
- General knowledge of network technologies and services such as
- Proficient with Microsoft Windows client operating systems, Skype for Business/Teams, Office, Office 365 Services, Azure, Remote Desktop Server, and other related products. firewalls, routers, switches, and VPN's.
- Strong customer service and communication skills.
- Strong problem solver with a keen attention to detail.
- Self-motivated and thorough.

Employment

Dec 2017 - Present

Manitoba Agricultural Services Corporation IT Operations Service Desk Technician

Under the general supervision of the IT Infrastructure Lead and IT Service Lead:

Participate in weekly service desk evaluation/planning meetings. Create work plans. Evaluate and prioritize inquiries. Create detailed responses in a timely and courteous manner. Resolve end-user issues. Record, track, and document the service desk request problem-solving process. Perform hands-on fixes at the desktop level. Develop help sheets for end-users.

Summer 2017

Manitoba Agricultural Services Corporation IT Operations Summer Student

Under the direct supervision of the Network Support Specialist.

Evaluated and prioritized inquiries. Created detailed responses in a timely and courteous manner. Resolved end-user issues. Recorded, tracked, and documented the service desk request problem-solving process. Performed hands-on fixes at the desktop level. Developed help sheets for end-users. Extracted and analyzed information from previous ticketing system.

Feb 2016 - Oct 2017**Simaril Staff-Shift Home Casual Support Worker**

Provided one-on-one care and support to persons with disabilities in their home and in the community. Provided assistance in maintaining a home. Prepared meals. Administered medication. Provided personal care. Attended professional appointments. Assisted individuals to participate in community activities. Wrote and submitted reports as necessary.

Summer 2015**Assessment Services STEP student - Department of Municipal Government**

Used ArcGIS to map soil types in Portage la Prairie and areas. Amalgamated and enhanced information on the database used by Assessment Services for the Province of Manitoba. Updated the property rolls as necessary. Filed. Answered phones. Assisted the Assessors in the field. Worked with sketching software and attached data to the database as well as scanned and attached data to the database.

New Directions Staff-Shift Home Casual Support Worker

Provided care and support to persons with disabilities in their home and in the community. Provided assistance in maintaining a home. Prepared meals. Administered medication. Provided personal care. Attended professional appointments. Assisted individuals to participate in community activities. Wrote and submitted reports as necessary.

Summer 2014**Assessment Services STEP student - Department of Municipal Government**

Filed. Answered phones. Assisted the Assessors in the field. Worked alone in the field. Worked with sketching software and attached data to the database as well as scanned and attached data to a database.

New Directions Staff-Shift Home Casual Support Worker

Worked as part of a team providing care and supporting people in their homes and in the community. Administered medication. Provided transportation. Performed household chores. Wrote and submitted reports as necessary.

Related Education

2019 Bachelor of Science, University of Manitoba

Courses included Programming Practices, Data Structures and Algorithms, Intelligent Mobile Robotics, Artificial Intelligence, and Technical Communication.

GPA 3.6

References

References available upon request.