

Stewart Wilcox BSc

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Demonstrated Skills

- Experienced technical writer.
- Strong communication skills.
- Experience using an adapted writing style.
- Experienced Linux user.
- Experienced GitHub and Gitea user.
- Experienced Git user.
- Experienced Markdown and reStructuredText user.
- Experienced Hugo, Jekyll, and Sphinx user.
- Familiar with web technologies.
- Strong problem solver with a keen attention to detail.
- Self-motivated and thorough.

Employment

Mar 2019 - Present

Technical Support at TEAM Systems with the Birchwood Automotive Group

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.

Sept 2019 - Dec 2019

University of Manitoba Grader Marker

Technical Communications in Computer Science

Assisted in the production of class materials. Graded and marked work submitted by students from tests and projects. Provided written and oral feedback to the students, on the quality of material presented. Maintained regularly scheduled and posted times for providing consultation.

Dec 2017 - Mar 2019

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. Worked with sketching software. Scanned and attached data to the database. Filed. Answered phones. Assisted the Assessors in the field.

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.

Related Education

2019 Bachelor of Science, University of Manitoba

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

GPA 3.6

References

References available upon request.