Professional Summary

Dynamic IT professional with hands-on experience **in customer-focused operations**, **streamlining processes**, **optimizing system performance, and driving user engagement**, with a proven track record of achieving maximum satisfaction ratingsand reducing inefficiencies by large margins. Excels in **cross-functional collaboration, troubleshooting, and delivering innovative solutions** that align with client and organizational goals.

Technical Skills

* **Networking & Security:** TCP/IP, UDP, VPNs, firewalls, wireless site audits, server configuration.
* **Operating Systems:** Linux (Ubuntu, Kali), Windows**.**
* **IT Operations:** Basic scripting, technical documentation, compliance auditing
* **Web Technologies:** HTML, CSS, JavaScript, Django**.**
* **Learning Management Systems:** Buzz, Brightspace, Canvas.
* **Others:** Design thinking, security engineering, security advisory, solutions architecture, data analysis.

Soft Skills

* **Customer-Centric Communication:** Adept at customer interaction and technical documentation.
* **Problem-Solving & Adaptability:** Exceptional troubleshooting skills with a passion for learning new technologies.
* **Collaboration & Independence:** Team-oriented mindset with proven ability to work independently and manage time effectively.
* **Formal Reporting**: Skilled in presentations and stakeholder reporting.

Education

**Nova Scotia Community College, Strait Area Campus** Graduation: June 2025

Information Technology Generalist - Diploma

**Relevant coursework**: Networking, Security, Systems Administration (Windows and Linux), and Responsive Web Design, Information Security.

Certifications

* Strategies for Computer Security Incident Response Team (CSIRT) – LinkedIn Learning (2025)
* Certificate of Completion – Wavemakers Leadership Program (2024)
* (Responsive Web Design) – Aptech (2023)
* Windows 11 for IT Support – LinkedIn
* Introduction to Critical Infrastructure Protection (ICIP) – OPSWAT Academy {2025)

**Expected**

* Microsoft Azure Fundamentals - May 2025
* COMPTIA Security+ - June 2025

Experience

**LearnNorth Inc., Port Hawkesbury, NS** May – June 2024

Digital Learning Support (Migration Specialist) Intern

* Configured and customized 50+ LMS settings daily using HTML/CSS, streamlining workflows and reducing user query resolution times by 30%, which improved instructor satisfaction ratings by 20%
* Conducted rigorous quality assurance checks on migrated content, identifying and resolving over 80 technical discrepancies to ensure 99.5% content delivery accuracy.
* Collaborated with cross-functional teams to analyze and optimize course structures, reducing average loading times by 25 seconds and boosting user engagement by 15% through technical refinements.
* Streamlined processes, improving course loading times by 25 seconds on average and boosting user engagement.

**Forage**

Mastercard Cybersecurity Virtual Experience Program March 2025

* Completed a job simulation where I served as an analyst on Mastercard’s Security Awareness Team
* Helped identify and report security threats such as phishing
* Analyzed and identified which areas of the business needed more robust security training and implemented training courses and procedures for those teams

**Forage**

AIG Shields Up: Cybersecurity Virtual Experience Program March 2025

* Completed a cybersecurity threat analysis simulation for the Cyber Defense Unit, staying updated on CISA publications.
* Researched and understood reported vulnerabilities, showcasing analytical skills in cybersecurity.
* Drafted a clear and concise email to guide teams on vulnerability remediation.
* Utilized Python skills to write a script for ethical hacking, avoiding ransom payments by brute forcing decryption keys.

**PetValu Canada**  July 2024 – Present

Customer Sales Associate

* Collaborated with the Helpdesk team to implement a tracking system for repairs and replacements, resulting in a 40% decrease in repeat incidents and improving overall user satisfaction scores by 15%.
* Trained and mentored new team members, fostering a collaborative and efficient work environment.
* Provided detailed information about products and services, assisting customers in making informed decisions.
* Monitored inventory levels and sales data, identifying and reporting discrepancies to ensure accurate stock management.
* Prepared and submitted daily operational reports to store management.

**Leadership**

President, Enactus NSCC Strait Area Oct 2023 – Present

* Spearheaded the Students Offering Social Connections (SOSC) initiative, leading a team to design and implement programs that boosted community engagement for 315+ participants.
* Translated stakeholder feedback into actionable improvements, ensuring alignment with organizational goals and user needs.
* Communicated project outcomes and financial needs to stakeholders, ensuring transparency and accountability.
* Collaborated with faculty and cross-functional teams to streamline operations, maximizing efficiency and resource allocation.
* Mentored team members to foster a culture of accountability and innovation, enhancing overall team performance.