

OBJECTIVE

Dedicated and enthusiastic Second Year IT generalist student seeking to acquire an exciting opportunity as a service desk analyst where I can apply my skills learned through my studies.

CONTACT

- williamltaylor123@gmail.com
- (902)-322-5614

EDUCATION

- **High School Diploma (2023)**
Cabot Education Centre, Neils Harbour, NS (2023)
- **IT Generalist Diploma (2025)**
NSCC Strait Area Campus, Port Hawkesbury, NS

SKILLS

- Python
- Troubleshooting Windows/Linux OS
- Network Infrastructure
- Project Management
- Network Security
- Windows Server 2022
- Microsoft SQL Server
- IT Security
- System Installation and Maintenance
- Customer Service

William Taylor

IT STUDENT

RELEVANT COURSEWORK

CSTN4015 / HELP DESK AND CUSTOMER SUPPORT – NSCC STRAIT AREA CAMPUS

September 2024 – December 2024

Gathered valuable insight into the daily operations of a service desk in a corporate environment and how the various roles and responsibilities function at a service desk. Also had hands on experience with the open-source ticket management software GLPI, where I was able to obtain insight into how ticket management software works in the day-to-day operations of a service desk.

NETW1500 / INTRO TO NOS ADMINISTRATION – NSCC STRAIT AREA CAMPUS

January 2024 – April 2024

Worked hands-on with Windows Server 2022 including Active Directory, explored how to manage group policies and user roles within a simulated office environment inside active directory. Also explored Active Directories various security benefits and how to implement them.

NETW1027 / INTRO TO NETWORKING & SECURITY – NSCC STRAIT AREA CAMPUS

September 2023 – December 2023

Learned the fundamentals of networking and security, practiced creating and managing networks on real Cisco switches and servers. Also utilized Cisco Packet Tracer and GNS3 to gain skills in managing networks and creating network diagrams. Completed the Cisco: Switching, Routing, and Wireless Essentials course, improving my skills when working with both wired and wireless networks.

New Glasgow, NS
B2H 3V5
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