Xavier Lozano

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https://xavier-alejandro.com

Summary/Objective

Highly motivated and technically proficient professional with extensive experience in computer systems, hardware, and software, transitioning from a successful client services role at Questrade to an Intermediate Service Desk Technician position. Demonstrated ability to troubleshoot, maintain, and support diverse IT environments, including Windows, macOS, and mobile devices. Proven problem-solver with hands-on experience in resolving technical issues related to peripherals, networks, and software applications. Eager to leverage a strong technical foundation and customer-focused approach to contribute to Questrade's IT support team.

Skills

- **Operating Systems:** Windows 10, macOS (some experience), Linux
- **Software:** Microsoft Office Suite, Google Workspace, Remote Desktop Software, Zoom, QuickSupport (with TeamViewer)
- **Hardware:** PCs, Laptops, Mobile Devices, Peripherals (Monitors, Keyboards, Headphones), IP Cameras
- **Networking:** Troubleshooting network connections, VPN issues
- **Programming/Scripting:** PowerShell (basic understanding), React, Node, Angular, HTML/CSS, Python, SQL/MySQL, MongoDB, C, C++, Unix/Linux shell scripting
- **Other Technical Skills:** Troubleshooting VPNs, cache and cookies, browser/device support, API interaction (front-end and back-end with Node.js), error handling, security implementation, third-party library integration, custom server setup (games), software modification/installation, custom OS installation (Android), device rooting/jailbreaking (as examples of deep technical exploration), experience with IBM operating systems (CLLE, CL, RPG)

Experience

Client Services Specialist | Questrade | January 2023 – Present

- Served as a primary point of contact for clients, providing comprehensive support and resolving inquiries related to products, services, and technical issues with trading software.
- Became the go-to person on the team for troubleshooting and resolving issues with computer peripherals (monitors, keyboards, headphones), network connections, and VPN access, often solving problems despite limited administrative privileges.
- Utilized knowledge of existing solutions to independently resolve technical client issues, saving approximately 400 minutes (or 6 hours and 40 minutes) of the tech team's time per week by assisting an average of 10 clients daily.
- Learned and implemented common technical solutions for client-facing problems arising from VPNs, browser cache/cookies, and device compatibility.
- Provided technical guidance and support for Questrade's trading platforms, demonstrating an ability to quickly learn and support complex applications.
- Assisted clients with understanding various investment types, showcasing strong communication and client education skills.

Human Resources | Canada's Wonderland | January 2019 – April 2019

- Wrote data onto employee cards for issuance and replacements.
- Assisted with occasional diagnosis of programs used within the HR department.
- Modified employee records as required.
- Tracked issued and borrowed items that needed to be returned to the company.

Education

Ontario College Diploma, Computer Programming | Seneca College | September 2020 – April 2023

- Relevant coursework included: Web programming fundamentals, Object-oriented programming, Component-based programming, Database management, Linux.

Projects

- **Portfolio (React JS):** Developed a dynamic web application integrating React principles, client-side routing, and dynamic content generation.

  https://xavier-alejandro.com/about

- **Xavi's Music Lounge (Angular and Node):** Created an application with integrations with PassportJWT, MongoDB, and Spotify's public API.

https://legendary-tartufo-7b1cd1.netlify.app/register

- **Room of Chat (Angular and Node):** Developed a chat application integrating Socket.io for real-time communication.

  https://spontaneous-manatee-291ab8.netlify.app/

Volunteering

VP of Education | The North Toastmasters Club | 2020 – 2021

- Coordinated and planned club meetings and monitored member progress.

Awards

- Toastmasters - Successful completion of levels one and two in Strategic Relationships.

Languages

English, Spanish (Fluent)