

# ALEXANDRE OUELLETTE

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## SUMMARY

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Driven technical support professional with project management and extensive technical support experience. Enjoys troubleshooting to find creative solutions to complex technical issues.

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## HIGHLIGHTS

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- Strong analytical and troubleshooting skills
- Ability to prioritize tasks and manage time effectively
- Account management skills
- Ability to work independently and as part of a team
- Bilingual (English and French)
- Excellent communication skills
- Experience with web development technologies (HTML, CSS, Javascript)
- Familiarity with multiple operating systems

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## EXPERIENCE

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### Information Technologies Technician Faculty of Education – University of Ottawa

**03/2012 to Current**  
**Ottawa, ON**

- Managing the project of converting an outdated IT assets database to a more recent and streamlined application reducing erroneous data and facilitating inventory tracking during a renovation project
- Managing, troubleshooting and resolving various hardware and software issues across multiple platforms (Windows, Mac and Linux) as the first point of contact for IT support within the Faculty
- Adapted survey software that integrates client feedback to workshops allowing tailoring of the workshops to students' needs and areas of difficulty
- Ensuring device compliance to changing security policies implemented by the University by automating software updates and collecting a detailed software inventory
- Managing issues directly related to students' Active Directory accounts within the Faculty (i.e. password resets, issues with roaming profiles, etc.)

### Computing Analyst University of Ottawa

**09/2011 to 02/2012**  
**Ottawa, ON**

- Acted as the first point of contact for the University of Ottawa's technical support by troubleshooting and logging issues
- Actively participated in the adaptation of a new ticketing system, Service Now, to the help line's needs by creating templates and rules to effectively manage support tickets

### Migration Analyst University of Ottawa

**06/2011 to 09/2011**  
**Ottawa, ON**

- Migrated users from a Novell domain to an Active Directory ensuring minimal interruption
- Oversaw the migration process by delegating tasks and supervising student workers