ALEXANDRE OUELLETTE

Ottawa, ON | alexandre.f.ouellette@gmail.com

SUMMARY

Driven technical support professional with extensive experience in technical support, project management and web application development. Enjoys finding creative solutions to complex technical issues. Currently seeking opportunities in web development.

HIGHLIGHTS

- Strong analytical and troubleshooting skills
- Familiarity with multiple operating systems (Windows, Windows Server and Mac OS X)
- Experience with HTML, CCS, Javascript, Ruby on Rails, ASP and SQL
- Project management experience

- Bilingual (English and French)
- Excellent communication skills
- Ability to work independently and as part of a team
- Ability to prioritize tasks and manage time effectively

EDUCATION

CareerFoundry is an intensive training program for web developers, specializing in Ruby on Rails and front-end development. I graduated the program in July 2016.
- With over 400 hours in coding, I built a fluency in Ruby on Rails, JavaScript, jQuery, HTML5, and CSS3.
- I built two projects from scratch, using MVC, RESTful, and object-oriented design patterns
- Learned the value of version control while using Git and GitHub
- Implemented test-driven development using RSpec

EXPERIENCE

Featured Writer
CareerFoundry - Blog

12/2015 to Current

- Writing technology oriented articles for the CareerFoundry Blog.
- Researching current and future technology trends to produce quality content.

Business Applications Analyst
Faculty of Education – University of Ottawa

11/2015 to 05/2017
Ottawa, ON

- Acting as Project Manager on project aimed at replacing the Faculty's practicum web applications.
- Maintaining and developing features for a placement web application, written using ASP, JQuery UI and SQL.
- Retrofitting the placement web application to ensure compatibility with a new Student Information System.
- Maintaining and supporting the Faculty's server infrastructure, including Active Directory servers, SQL servers and IIS servers.
- Managing issues directly related to students' Active Directory accounts within the Faculty

Information Technologies Technician
Faculty of Education – University of Ottawa

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03/2012 to 11/2015
Ottawa, ON

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- Managing the project of converting an outdated IT assets database to a more recent and streamlined application reducing erroneous data and facilitating inventory tracking during a renovation project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

Computing Analyst
University of Ottawa

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09/2011 to 02/2012
Ottawa, ON

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- 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

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AWARDS

Support Staff Award for Excellence
Year of 2016

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Faculty of Education
University of Ottawa

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REFERENCES

References available upon request