

# ALEXANDRE OUELLETTE

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

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## SUMMARY

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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.

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## HIGHLIGHTS

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- 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

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## EDUCATION

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**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

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## EXPERIENCE

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**Systems Analyst, Support**  
**Faculty of Education – University of Ottawa**

**11/2015 to Current**  
**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**

**03/2012 to 11/2015**  
**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

**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

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#### **AWARDS**

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***Support Staff Award for Excellence*  
Year of 2016**

**Faculty of Education  
University of Ottawa**

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#### **REFERENCES**

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References available upon request