

Ashley Madison Ricalde

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OBJECTIVE

Recent Computer Engineering Technology graduate with hands-on experience in technical troubleshooting and software development. Eager to support users, resolve technical issues, and continuously learn as I grow in tech.

EDUCATION & CERTIFICATION

Seneca Polytechnic (May 2021 - December 2024)

Toronto, Ontario

Computer Engineering Technology - Ontario College Advanced Diploma

President's Honour List, December 2024

AZ-900 (December 2024)

Microsoft Certified: Azure Fundamentals

SKILLS

OS: Windows, Mac, Linux

Cloud & Virtualization: AWS, GCP, Azure, VMware

Networking Fundamentals: OSI layer, network and firewall configuration, Active Directory, IP addressing, TCP/IP, subnetting, VPN, VLANs, ethernet, network protocols

System Support & Troubleshooting: Microsoft Office, O365, Adobe, PC setup and maintenance, hardware/peripheral troubleshooting, error handling, root-cause analysis

Programming & Tools: Python, C, C++, C#.Net, Visual Studio Code, Thonny, Jupyter

Soft Skills & Communication: Technical documentation, cross-functional team collaboration, verbal and written communication, organization, customer service

PROJECTS

Cisco: Network Design Implementation (July 2024)

Toronto, Ontario

- Utilized Packet Tracer to configure a network topology implementing VLSM subnetting, VLANs, inter-VLAN routing, trunking, and EtherChannel for wired and wireless networks to improve performance and troubleshoot connectivity issues.

Multi-cloud platform labs: AWS, GCP, and Azure (September 2024)

Toronto, Ontario

- Configured core cloud services across AWS, GCP, and Azure including compute, networking, storage, and IAM
- Utilized cloud-native tools to optimize resource usage, cost reduction, and improve scalability.
- Followed best practices for deployment, troubleshooting, and maintenance of cloud infrastructure.

Exploit Simulation & Malware Analysis (November 2023)**Toronto, Ontario**

- Conducted penetration testing on Metasploitable3 in a Linux environment, using tools like Metasploit and Hydra to exploit vulnerabilities (SSH brute-force, reverse_tcp payload) and crack user credentials.
- Mitigated system vulnerabilities by applying security patches, blocking insecure ports, and ensuring system hardening to protect against future exploits.
- Gained hands-on experience with security protocols and debugging in a controlled environment.

Voice-Activated Assistant (September 2024 - December 2024)**Toronto, Ontario**

- Developed a Python-based voice assistant that responds to user queries with generated answers from OpenAI using AWS Polly for text-to-speech conversion on a Raspberry Pi 3B+.
- Utilized threading to manage simultaneous microphone input and speech playback.
- Debugged integration issues between audio input and cloud-based text-to-speech output to ensure reliable performance in a real-time environment.
- Designed and assembled a compact enclosure featuring a 16x2 LCD with a scrolling text display for visual output alongside audio responses.

EXPERIENCE

Starbucks Canada (September 2021 - present)**Whitby, Ontario***Barista*

- Collaborated in a fast-paced, team-oriented environment, delivering high-quality customer service.
- Applied problem-solving and multitasking skills to ensure smooth workflow and operational efficiency.
- Resolved customer concerns and issues, adapted quickly to dynamic situations.
- Developed strong teamwork, communication, and time-management skills under pressure.