

Anthony Van Voorst

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SUMMARY

- Fully bilingual: English and French
- Presently a student pursuing a Bachelor of Computer science with 5 years of relevant IT Experience in various roles primarily focused on End User Computing support services, Level 2 support including hardware trouble shooting.
- Well organized, meticulous and able to work autonomously to deliver project tasks.
- Mentored a fellow Intern as team lead in a Windows 10 Migration project.
- Comfortable and experienced in providing technical expertise “white glove” service up to CEO level.
- Technical Knowledge
 - *Operating Systems:* UNIX (Ubuntu 14.04, 16.04, and 18.04), Microsoft Windows (XP, 7, and 10), Microsoft Windows Server (2008 R2, and 2012 R2)
 - *Productivity Software:* Microsoft Office 2010-2016, Office 365, Microsoft Visio
 - *Infra Support:* Active Directory, Microsoft Exchange, SCCM 2012, Networking
 - *Development expertise:* C, C++, Java, HTML5, CSS3, JavaScript, React.js, Node.js, Docker, Kubernetes, Adobe Dreamweaver, GCC, Eclipse, IntelliJ, PyCharm

EDUCATION

- Concordia University – Bachelor of Computer Science – [2015 – 2021] – **In Progress**
- Dawson College – Continuing Education – [2018] – **Graduated**
- Vanier College – Digital Systems Technology DEC – [2011 – 2015] – **Graduated**

ACADEMIC EXPERIENCE

ConUHacks Participant [2020]

- Worked in a team of 4 in a 24-hour hackathon to develop an application to solve a sponsored challenge.
- Implemented the following technologies for my team’s project idea: React, Flask, Docker, Kubernetes, and Kyma.

UAV Concordia Programmer [2019 – present]

- Worked with teammates to roll out a new and improved website in React for the club.

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VOLUNTEER EXPERIENCE

Scouts Canada – Group Commissioner – [April 2016 – present]

Reporting to the Area Commissioner:

- Acted as the primary contact for the group;
- Ensured compliance with Scouts Canada's Policies, Procedures and Program Standards;
- Ensured that the leaders have the appropriate training and support for their role in the group.

PROFESSIONAL EXPERIENCE

Kruger Inc.

Kruger is a privately held, fourth-generation family company that transforms renewable resources into sustainable, high-quality essentials for everyday life. In addition to our production facilities across Canada and the U.S., we own and operate a portfolio of 38 green energy power plants and are a North American leader in paper and paperboard recycling.

IT Intern – [May 2019 – August 2019]

Reporting to the Infrastructure Program Project Manager:

- As the Team Lead - Responsible for successful migration of existing users from Windows 7 to Windows 10 (Desktop/Laptops) and mentoring an IT Intern.
- Completed Level 2 help desk tickets for in-house users.
- Produced documentation for:
 - "End User" Windows 10 introduction on corporate specific getting started references
 - "Level 2" Support Imaging Guide and deployment checklists.

IT Intern – [June 2018 – September 2018]

Reporting to the Director of Infrastructure:

- Responsible for successful migration of existing users from Windows 7 to Windows 10 (Desktop/Laptops).
- Completed Level 2 help desk tickets for in-house users.

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IT Support Analyst – [August 2016 – August 2017]

Reporting to the Director of Infrastructure:

- Completed Level 2 help desk tickets for in-house users.
- Performed software and hardware troubleshooting.
- Managed user accounts with Active Directory and Microsoft Exchange 2010.
- Facilitated the deployment of client PCs with Windows 7 using SCCM 2012.

IT Support Analyst – [May 2015 – December 2015]

Reporting to the Director of Infrastructure:

- Completed Level 2 help desk tickets for in-house users.
- Performed software and hardware troubleshooting.
- Used software such as Active Directory, MS Exchange 2010, Windows 7, SCCM 2012, and MS Office 2013 to accomplish my tasks.

IT Intern – [April 2015]

Reporting to the Director of Infrastructure:

- Provided desk side support for software and hardware.
- Prepared client computers using SCCM 2012.
- Managed user accounts using Exchange 2010 and Active Directory.

IT Support Analyst – [January 2014 – June 2014]

Reporting to the Director of Infrastructure:

- Contributed to various IT projects in the company.
- Helped with troubleshooting of several forms of software and hardware.
- Provided Help Desk support for software like Windows 7 and Microsoft Office 2013.

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IT Intern – [December 2013]

Reporting to the Director of Infrastructure:

- Updated the company's Windows Image file with drivers and Windows updates.
- Prepared a server with Windows Deployment Services with the WIM for a mass deployment proof of concept.
- Installed and configured Microsoft Deployment Toolkit on the server to improve the deployment process.

References AVAILABLE Upon Request
