

Annze Julia Villena

Surrey, B.C. V3W1J2

mobile: (236) 979-0603

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Core Skills

- Strong leadership skills to guide team members and quickly resolve task.
- Attention to details in project reviewal, debugging task, system configurations, and ticket service.
- Ability to analyze problems to find effective solutions to solve and troubleshoot issues.

Technical Skills

- Experienced with: O365 Suite, Active Directory, SharePoint, Microsoft Windows Servers, PDQ Deployment, ConnectWise Automation, AWS Cloud Services, DUO MFA, and FreshWorks service Helpdesk.
- Strong understanding of IT infrastructure and networking concepts: server hardware, storage systems, data centers, TCP/IP, LAN/WAN, DNS, DHCP, routing and switching.
- Familiarity of IT Service Management framework and understanding of ITIL principles.
- Knowledgeable in operating systems like Windows and MacOS to troubleshoot systems, configurations, installations, and administration.

Work Experience

Copperleaf Desktop Support Co-op

May 2022– August 2023

- Manage and support Microsoft O365 applications, Microsoft Teams, Azure Active Directory, Security groups, Exchange admin center, and SharePoint.
- Familiar with navigating through Amazon Web service, Rapid7, ESET Agents, Eclypsium, IPSentry, SonicWall VPN to check and create workstations.
- Experienced in working with PDQ Deployment, Kantech, ConnectWise Automation, Freshdesk Helpdesk to assist and troubleshoot user request.
- Implement ISO 27000 standards into daily IT support procedures and documentations.
- Support and provision IT hardware, workstations, desktops, network, and onboarding users on a day-to-day basis.
- Responsible for maintaining asset management, recording hardware inventory, peripherals, and tracking software license.
- Troubleshoot systems in command lines, on a Windows or MacOS operating system.
- Support networking infrastructure in DHCP, LAN/WAN, user RDP connectivity, VPN configuration, physical configuration of switching/routing and Wi-Fi connectivity.
- Multitask to maintain, monitor, and manage ticketing system to ensure users are prioritized accordingly with urgency to troubleshoot issues.
- Use and create automation scripting in PowerShell and Bash in day-to-day task.
- Document, research, and develop new skills to provide recommended solutions to the team and management on processes and procedures.

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Work Experience

- Managed and supervised end-to-end IT infrastructure to a workforce of 500+ employees globally within the organization.
- Collaborate with Security Operations team on a weekly basis to evaluate new or vulnerable software request in the company environment.
- Adaptability to shift focus in a fast-paced environment to prioritize urgency of request.
- Re-image and reinstall operating systems on workstations with Windows and Mac OS.
- Experienced in troubleshooting various applications on Windows system and Mac OS.
- Provide technical support for users remotely or on premise.

Uniqlo Retail Sales Associate	Aug. 2021 – April 2022
McDonald's Shift Leader	Jun. 2021 – Aug. 2021
McDonald's Crew Trainer	May. 2021 – Aug. 2021
McDonald's Sales Associate	Dec. 2019 – Aug. 2021
Delta School District 37, NDSS Reception & Inventory	Jun 2017 – Aug. 2019

Education

Kwantlen Polytechnic University Sept. 2018 – Present

- Bachelor of Technology in Computer Science (Undergraduate, Expected Graduation: Fall 2024)

Course Project Experience

Digital Forensics January 2024 - Present

- Apply forensic techniques for analyzing digital evidence to solve simulated cybercrimes and secure digital systems in Linux virtual machines.

Web & Cloud Security January 2024 - Present

- Analyzing and simulating different cybersecurity attacks in Virtual environments to understand OWASP top 10 attacks, Cryptography; RSA & AES calculations and AWS Cloud implementations.

References

References available upon request.