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| 363 Salisbury Lane; Newmarket, Ontario; L3Y8A4 • (905) 898-1760 • araisbec@gmail.com | | | |
| Andrew Raisbeck | | | |
| Objective | | | |
| To use my skills, education and experience to reach business goals by solving IT-related issues in a fast-paced and customer service oriented environment. | | | |
| Experience | | | |
| *Summer 2012 & 2013* | | Regional Municipality of York | Sharon, 80 Bales Dr. E, R.R. 1 |
| EMS Local Systems Support Analyst  * Installed and maintained computer systems employed by the Emergency Medical Services vehicles. * Developed Microsoft SharePoint and InfoPath solutions used by the Housing Administration department. * Developed custom software in use by the EMS payroll department using Python and Visual Basic. * Provided on-site technical support for various York Region offices/departments. * Performed various IMAC functions related to telecom and computer solutions. | | | |
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| *Summer 2011* | | Direct Energy | Toronto, 2225 Sheppard Ave E #100 |
| Help Desk Analyst  * Provided service desk support for employees (both in-office as well as remote via VPN) in a fast-paced and time-critical environment using the Remedy incident tracking system. * Communicated constantly with a large network of support personnel (Oracle support, Network support, etc.) and various departments in order to get issues resolved in an efficient manner. * Provided support for a large, diverse number of software applications in use throughout the corporation. * Managed entries and performed activations using the Blackberry Enterprise Server. | | | |
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| *Intermittent Periods* | | High Speed Hockey | Newmarket, 200 Mulock Dr. |
| IT Support Technician  * Installed and maintained computers and peripheral devices used for high-speed video capture and analysis. * Managed/updated company website, email accounts, and other critical business components. * Maintained a customer database and provided all other IT support on an as-needed basis. | | | |
| Education | | | |
| *September 2009 – August 2013* | University of Guelph | | Guelph, 50 Stone Rd E |
| Bachelor of Computing  * With an *area of application* in Psychology. | | | |
| Technical Proficiencies | | | |
| ****Software:**** Microsoft Office Suite (2003 – 2013); Microsoft Lync; Microsoft SharePoint; SAP; VMware applications; HyperTerminal; PuTTY; Checkpoint VPN Client, and other enterprise applications…C****all-Tracking Tools:**** HEAT, Remedy.  ****Hardware:**** Desktops, Laptops, Servers, Telecom (Cisco), Printers & Faxes.  ****Networking:**** LAN & VPN, TCP/IP.  ****Platforms:**** Windows, Unix, Citrix, BlackBerry Enterprise Server (BES), Mac OSx. Key Skills | | | |
| |  |  |  | | --- | --- | --- | | * Configuring Hardware & Software | * Supporting Remote Employees | * Teamwork Skills | | * Technical Troubleshooting | * Performing IMAP Tasks | * Administrative Tasks | | * Network Connectivity | * Communication Skills | * Supporting Executive Employees |  References | | | |
| References are available on request. | | | |