

## BERNIE IP

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### SUMMARY OF QUALIFICATIONS

- 5+ years of IT support experience working onsite and remotely to support client needs
- Aspiring Full-Stack Web Developer using modern technology stack which includes MongoDB, Express.js, React.js, and Node.js
- Results-oriented and highly motivated individual with strong analytical and troubleshooting skills to identify the root cause of complex issues
- Team oriented, work well with others, quick learner, adaptable to new situations

### TECHNICAL SKILLS

- **Front-End:** HTML5, CSS3, JavaScript (ES5, ES6)
- **Back-End:** Node.js, Express.js, REST API
- **Libraries:** Bootstrap, jQuery, React.js
- **Databases:** MongoDB, SQL, MySQL, NoSQL
- **Authentication:** MD5, Bcrypt, Passport.js, OAuth2
- **Version Control:** Git, GitHub
- **Operating Systems:** Microsoft Windows, Mac OS X, Linux
- **Software:** Microsoft Office 365, Teams, SharePoint, OneDrive, Exchange
- **Virtualization Software:** VMware, Parallels Desktop, Hyper-V, VirtualBox

### PROJECTS

**AirDate** Jan 2020

- Built a web app that helps people find a date at the airport
- Technical stack used: HTML, CSS, Bootstrap, JavaScript, jQuery, Node.js, Express.js, Passport.js, MySQL, REST API

**JobRocket** Nov 2019

- Create a job search web app to assist residents of Toronto to find jobs
- Using google maps, the site will map the home address and the work address, and displays a TTC route between the two locations
- Technical stack used: HTML, CSS, Bootstrap, JavaScript, jQuery, google maps API, Adzuna API

### WORK EXPERIENCE

**Technical Analyst II** Jan 2018 – Present

*Scotiabank's Digital Factory - Toronto, Ontario*

- Manage and lead IT team at the Scotiabank Digital Factory
- Manage ServiceNow ticketing system and delegate tickets
- Ensure Service Level Agreements and Key Performance Indicators are met
- Plan, organize, control and evaluate IT operations
- Successfully onboard over 300 new employees

**IT System Administrator**

Feb 2015 – Dec 2017

*ITEK Business Solutions - Richmond Hill, Ontario*

- Designed, deployed and maintained windows server, workstations, and network infrastructure for over 700 dental office across the GTA
- Managed IT projects such as desktop/server migration, OS upgrades, network upgrades
- Maintained positive relations with clients through planning and follow-ups

**EDUCATION****Full Stack Web Development Boot Camp**

Sept 2019 – Present

*University of Toronto - Toronto, Ontario***Diploma of Computer Systems Technician - Networking**

Sept 2010 - Dec 2013

*Centennial College - Scarborough, Ontario*