

# Byoungyun Oh

[b-young-hyun]

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## PROFILE

Currently enrolled in the Computer Programmer course at Confederation College and expected to graduate on June 7, 2019.

However, I can begin early as full-time employment starting on April 22.

## EXPERIENCE

### Computer Peer Tutor - Student IT Help Desk

Confederation College | Thunder Bay, Ontario  
September 2018 - Present

- Technical customer support experience
- Interpersonal communication skill
- Assist another student with computer problems relating to their academic coursework at the College
- Monitoring computer labs to ensure that computer labs are keeping quiet, clean, and secure for everyone

### IT Help Desk Assistant

Confederation College | Thunder Bay, Ontario  
May 2018 - August 2018

- Critical thinking and logical troubleshooting
- Hands-on experience of PC operating system and network system
- Knowledge of network hardware and server configuration
- Technical customer support experience
- Set up and configure computer workstations in a lab environment
- Refactoring PowerShell Script code and create a new code for automation deployment software images

- Deploy workstation software images using imaging software throughout academic computer labs, e- classrooms, as well as College staff computers
  - Deployment method: Microsoft System Center Configuration Manager (SCCM) with Pre-boot Execution Environment (PXE)
- Set-up of computer-related equipment to assist with various College summer projects
- Assist College IT staff with network cabling projects
- Assist College IT staff with general e-classroom equipment maintenance projects
- Assist College IT staff with video conference room maintenance/renewal projects
- Provide general end-user IT support and completion of Help Desk trouble tickets

## EDUCATION

### **Confederation College**

Computer Programmer, Diploma | Thunder Bay, Ontario  
2017 - 2019 (expected)

## Award

### **Programmer Analyst Excellence Award**

February 2019 | Confederation College

## SKILLS

- Languages: C#, SQL, PowerShell, Visual Basic, VBA, Java, Python
- Web: ASP.Net, HTML, CSS, JavaScript
- Project Tools: Git, Subversion, Trac, Bugzilla
- Others: Crystal Report, Microsoft Access