CALVIN BELL CHARLES

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# OBJECTIVE

Driven and highly motivated cloud technology student eager to secure a co-op role at BDO Canada. With hands-on experience in optimizing cloud environments, service delivery, vendor management, streamlining data migrations, and utilizing data-driven insights, I excel in crafting innovative, high-impact cloud solutions. A passionate, detail-oriented professional, I thrive in collaborative, fast-paced settings, and am excited to contribute fresh ideas, exceptional work quality, and a positive attitude to a forward-thinking organization.

# HIGHLIGHTS OF QUALIFICATIONS

* Cloud enthusiast with experience managing diverse storage portfolios and delivering tailored cloud solutions for different client portfolios.
* Proficient in Microsoft 365 and Azure administration, including Teams, OneDrive, SharePoint, Intune, and Defender.
* Expertise in configuring Azure environments with Load Balancer, ARM templates, RBAC, DNS, and Hyper-V replication. Microsoft 365 and Azure administration, including user management, security protocols, and resource optimization, enhancing collaboration and safeguarding sensitive data
* Instrumental in a large-scale data migration project for 100,000 employees, ensuring seamless transitions from SAP HR to Workday through the effective use of agile methodologies and comprehensive data mapping strategies.
* Recognized for exceptional client engagement and support, effectively addressing technical challenges and fostering strong relationships that resulted in approximately $1.3 million in revenue.
* Certified Scrum Master proficient in generating actionable insights through advanced reporting with Tableau and MS Excel, driving analysis-led decision-making and strategic sales forecasting, while enhancing team productivity and collaboration.

# TECHNICAL SKILLS

***CLOUD PLATFORMS & SERVICES:*** AWS, Azure (VMs, Storage Accounts, Azure Resource Manager), Microsoft 365 (Purview, EntraID, Intune, Defender)

***NETWORKING:*** TCP / IP, DNS, Subnetting, DHCP

***TECHNOLOGIES:*** C++, Python, MySQL, HTML, CSS, PowerShell

**EDUCATION AND CERTIFICATIONS**

**Graduate Certificate Cloud Computing Technologies May 2024 – Apr 2025**

George Brown College, Toronto, ON

* Installed and configured a domain on Server Core, set up ADDS, DHCP with multiple scopes, DNS forwarders, and storage pools. Implemented Hyper-V with replication, iSCSI disk management, and WDS/WSUS. Enforced group policies and update settings.
* Managed Microsoft 365 administration, including user accounts, licenses, Teams, SharePoint, Defender, Intune, Purview and Viva to improve collaboration and security.
* Used PowerShell and CLI for administration work, including user account, managing clouds resources such as Compute, Networking, Storage and SharePoint to align with organizational needs.
* Configured DHCP/DNS, enforced policies, deployed machines, and set up Hyper-V Replica. Built test networks with Cisco Packet Tracer.
* Implemented Azure Load Balancer, managed resources with ARM templates, configured RBAC, route tables, and service endpoints, and managed costs.

**Master of Science Mechanical Engineering** **Aug 2014 – Dec 2015**

Gannon University, Erie, PA, USA

**Bachelor of Engineering** **Jun 2008 – May 2012**

Sathyabama University, Chennai, India

**Certified Scrum Master,** Credential ID 1828560 **Aug 2023**

**Cyber Security Management,** George Brown College **May 2023**

**Microsoft Certified: Azure Fundamentals Expected Oct 2024**

**Microsoft Certified: Azure Administrator Associate Expected Oct 2024**

# PROFESSIONAL EXPERIENCE

**Cloud Service Delivery Specialist - G6 TECH CANADA LTD*,* Toronto*,* ONApr 2022 – Present**

* **Key Client Liaison for 30+ client portfolios, overseeing end-to-end solutions generating approximately $1.3 million in revenue. Proactively collaborate with customers to identify their needs, delivering tailored solutions.**
* **Onboard new clients, client engagement, create proposals, manage subscriptions, handle orders and ensure a streamlined and exceptional client experience throughout the sales and service lifecycle.**
* **Deliver comprehensive training and technical triage support for storage solutions using Jira, resolve configuration and implementation operational issues to optimize performance by creating and maintaining a Knowledge Base.**
* **Develop in-depth knowledge of Cloud and Storage solutions in NetApp, EMC, Hitachi, IBM Storwize, and Dell Compellent to provide accurate guidance and support to clients.**
* **Manage client billing and financial transactions by consolidating data using MS Excel reports and SmartSheet trackers, oversee invoicing processes, address billing inquiries, and ensure accurate and timely reconciliation of accounts using Salesforce – Sales Cloud.**
* **Generate reports and extract insights using Tableau and MS Excel for data-driven sales forecasting, collaborating with cross-functional teams and OEM vendors via MS Outlook, Teams, Slack, and Zoom to address client issues and communicate effectively with Field Engineers.**

**Data Migration Analyst - MCBITSS INC., Toronto, ON Jan 2020 – Mar 2022**

* **Part of a data migration project for 100,000 employees globally, transitioning from SAP HR HCM to Workday in multiple waves using agile methodology, ensuring a smooth transition and minimal disruption.**
* **Developed comprehensive data mapping strategies, extracting and cleansing data from SAP HR to align with Workday requirements and process flows.**
* **Utilized the DC3 tool (in-house Data Cleansing tool) for data cleansing and created stored procedures and data modification scripts in MySQL to facilitate effective data transformation.**
* **Designed and executed data validation audits by developing a test matrix and test cases, ensuring data accuracy and integrity throughout the migration process.**
* **Loaded data into Workday templates, verifying successful uploads and addressing any discrepancies to maintain high data quality.**

**Life Safety Consultant Engineer *-* GEVAL6. INC, Chicago, IL Mar 2016 – Jan 2019**

* Create and maintain accurate Life Safety CAD drawings for more than 150 hospitals in compliance with Joint Commission standards, managing stakeholder expectations and client requirements.
* Utilize MS Access and Excel to assess risks, generate deficiency reports and deliverables, create and maintain SOPs in SharePoint Document Library using GXP practices and foster effective communication, enhancing overall project efficiency.
* Refine client drawings for CAFM software uploads, overseeing batch processes and preparing invoices.

**Warehouse Process Coach *-* TVS LOGISTICS PVT. LTD*.*, India Jun 2013 – May 2014**

* Develop and implement training programs for warehouse staff on Lean Manufacturing, Kaizen, and Just-In-Time (JIT) strategies to enhance operational efficiency and safety, ensuring understanding of processes and inventory management
* Monitor and analyze performance metrics to identify improvement areas, providing coaching and feedback to boost productivity, reduce errors, and promote a culture of sustainability and continuous improvement.

**VOLUNTEERING AND COMMUNITY ENGAGEMENT**

**Treasurer**, **CHURCH OF ST.BEDE ANGLICAN, Scarborough** **Feb 2024 – Present**

**Skills, Technology &Tools:** QuickBooks, MS Excel, Budgeting, Reconciliation, Risk Management

**Centenary Project Coordinator**, **CHURCH OF ST.BEDE ANGLICAN, Scarborough**  **Feb 2019 – Present**

**Skills, Technology &Tools:** Kanban, Project Management, Event Management, Reporting

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