

Cameron Hilliard

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WORK EXPERIENCE

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| Concentrix | Dartmouth |
| <i>Technical Customer Service Representative</i> | 2022 – 2023 |
| <ul style="list-style-type: none">• Answering customer phone calls throughout the day, assisting customers with iOS and Mac issues on a broad scale.• Solved customers issues and technology problems regarding MacOS and iOS.• Scheduled appointments for customers for specified time and locations. | |
| Halifax Public Libraries | Sackville |
| <i>Information Technology Intern</i> | 2021 |
| <ul style="list-style-type: none">• Helped others with Technology problems.• Provided technical 1 on 1s with others to learn computers or troubleshoot any problems.• Worked with library patrons for finding and checking out books. | |
| Anti Human Trafficking Intelligence Initiative | Remote |
| <i>Intern</i> | 2020 |
| <ul style="list-style-type: none">• I worked with various OSINT (Open-Source Intelligence Tools)• I collected data and used Maltego which is a forensics tool that maps out data.• Data entry experience and exported all collected data to separate spreadsheets. | |
| Nova Scotia Community College | Halifax |
| <i>Intern</i> | 2019 |
| <ul style="list-style-type: none">• Worked in a data center on ESXi (Elastic Sky X Intergated) Server• Performed virtualization with multiple virtual machines.• Configured six servers for virtual machine production. | |
| Canadian Tire | Sackville |
| <i>Cart Retrieval</i> | 2017 |
| <ul style="list-style-type: none">• Provided customer service and assisted customers• Loading large items or amounts of items into their vehicle• Maintained safety of parking lot and collected and organized carts | |

EDUCATION

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| Nova Scotia Community College | Halifax |
| <i>College Diploma, Cyber Security</i> | 2020 |

SKILLS & INTERESTS

Skills: Patience, Technical Troubleshooting, Document-Writing, Problem-Solver, Detail-Oriented, Microsoft Windows, MS Word

Interests: Computers, Programming, Cyber Security, Data Entry, Document-Writing, Problems Solving, Python, Android, iOS, Linux, Automation, Scripting