

CAMERON HILLIARD

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Professional Summary

- IT professional with hands-on experience in technical support, service desk management, clinical information system support and user training in healthcare and public sector environments. Achieved **ITIL v4 Foundation Certification** and plans on up-skilling further.
- Created comprehensive resources and manuals to assist new employees in navigating technical workflows, streamlining the on-boarding process and empowering staff to adapt quickly.
- Skilled in troubleshooting hardware, software, and network issues, with a proven record of enhancing operational workflows and delivering high-quality support.

Technical Skills

- **IT Support:** Windows, macOS, Linux, hardware/software support, Remote Assistance, Cybersecurity
- **Networking:** TCP/IP, DNS, DHCP, Wi-Fi/LAN troubleshooting, Printer Support
- **Healthcare IT / EHR Systems:** Enterprise EHR support (Oracle Health), live support, user training
- **Productivity:** Microsoft Office, FreshWorks, Slack, Microsoft Teams, Assyst

Education

Nova Scotia Community College <i>Graduate Certificate — Full Stack Application Development</i>	September 2023 – June 2024 <i>Halifax</i>
Nova Scotia Community College <i>College Diploma — Cybersecurity</i>	September 2018 – June 2020 <i>Halifax</i>

Certifications

ITIL v4 Foundation Certification, PeopleCert, May 2025

Work Experience

Nova Scotia Health Authority <i>ATE Support Consultant</i>	August 2025 – Present <i>Halifax</i>
– Delivered in-person at-the-elbow support and training to clinical and administrative staff, guiding them through core OPOR Clinical Information System workflows and reinforcing standard practices.	
– Supported OPOR go-live activities in a virtual help desk environment, assisting staff with account access, basic system navigation, and task completion while assigning tickets to appropriate support teams when escalation was required.	
– Provided clear, supportive instruction to users with varying levels of technical proficiency, helping build confidence with the new system and contributing to a smoother transition from legacy processes.	

Resolute Health <i>Information Technology Intern</i>	May 2024 – August 2024 <i>Bedford</i>
– Utilized Microsoft Office tools, such as Excel and Word, to develop comprehensive spreadsheets and user guides.	
– Efficiently managed IT service requests using FreshWorks Service Desk.	
– Created detailed resources and manuals to assist new employees in navigating technical workflows.	

Concentrix <i>Technical Customer Service Representative</i>	May 2022 – July 2023 <i>Dartmouth</i>
– Provided Tier 1 technical support for iOS and macOS users, troubleshooting software and hardware issues.	
– Maintained a 90 percent customer satisfaction (CSAT) score, ensuring high-quality support and user experience.	
– Scheduled 100+ repair appointments weekly, optimizing service workflows.	