CHRISTOPHER WOOLACOTT-SILVEIRA

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Highlights

- Self-sufficient
- Technologically-inclined
- Quick to learn
- Observant
- Attention to detail
- Mature student with good work ethic

Technical Skills

- Web development languages such as HTML, Javascript and PHP
- Programming languages such as Python, Java and C#
- Database architecture through MySQL
- Technical writing
- Systems and business analysis
- Good knowledge of Microsoft Excel

Experience

Help Desk Analyst   Jan 2022 to Dec 2022
Samuel Sons & Co. - Hamilton, ON

- Responsible for tier 1 and 2 software support for over 5000 employees in Canada and the U.S.
- Diagnose and resolve technical hardware and software issues
- Document calls and provide detailed information on support tickets via ServiceNow
- Research issues through access to vendor knowledge databases to resolve problems.

Head Lifeguard / Aquatic Team Leader   Feb 2012 to Jan 2022
Flamborough YMCA - Waterdown, ON

- A team leader for a staff team of over 35 staff
- Dependable and have been promoted multiple times to reach current position
- Observant and attentive to the work environment
- Skilled in leadership roles including organizing shifts and problem solving
- Very experienced in customer service relations

Education

Computer Systems Technology - Software Development Diploma program   2021-Present
Mohawk College- Hamilton, ON

- Programming Fundamentals
- HTML & CSS
- Introduction To Networking
- Mathematics for Computer Studies
- Programming in Java
- Computer Training & Technical Writing
- Client Side Web Programming
- Intro To Systems Analysis And Design
- Discrete Math & Statistics
- Software Quality & Testing
- Programming in .NET

- Server Side Web Programming
- Object Oriented Systems
- Database Theory
- Entrepreneurship in Today's World
- Data Structures and Algorithms
- Mobile Web Programming
- Project Management for Information Technology
- Introduction to Intelligent Systems
- Software Development Tools & Practices

Additional courses taken in:

- Graphic Design
- 3d Animation
- Networking

References Available Upon Request