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EDUCATION

WILFRID LAURIER UNIVERSITY

Waterloo, ON

BSc, Computer Science; Expected Graduation in 2027

WORK EXPERIENCE

Gas Station Clerk

2020-Present

- Demonstrated exceptional customer service skills by greeting and assisting customers in a friendly and professional manner.
- Responded promptly to customer inquiries and concerns, resolving issues efficiently to ensure customer satisfaction and loyalty.
- Demonstrated strong interpersonal skills by effectively communicating with diverse customers, colleagues, and vendors.

PROJECTS

Active Directory Homelab

- Designed and implemented a virtual Active Directory environment replicating a real-world network infrastructure using Windows Server 2022. Configured domain services, user management, DHCP, DNS, and organizational structures to mimic a production environment.
- This project underscores comprehensive system administration capabilities in managing Windows Server environments and demonstrates expertise in networking infrastructure, including DHCP and DNS setup.
- By successfully simulating complex network architectures, it showcases a strong understanding of IT infrastructure fundamentals essential for effective troubleshooting and support within an IT HelpDesk role.

PowerShell User Script

- Developed a Windows PowerShell script to streamline user account creation in Active Directory, showcasing both system administration and programming proficiency.
- The script reads a list of names from a file and generates default passwords for each user. It then establishes an Organizational Unit (OU) within Active Directory and iterates through the list, creating user accounts with default attributes and placing them in the designated OU.
- This project demonstrates a blend of system administration skills in managing Active Directory and programming skills in scripting with PowerShell, highlighting the ability to automate routine tasks and enhance efficiency within IT environments.

SKILLS

- **System Administration**
 - *Proficient in configuring Active Directory and Office365 services, as well as enforcing Group Policy Objects (GPOs)*
- **Network Architecture**
 - *Expertise in networking infrastructure, including DHCP and DNS setup*
- **Virtualization Technologies**
 - Familiar with using virtual machines such as VirtualBox, VMWare to simulate real-world infrastructures.
- **Computer Programming**
 - Expertise in Java, Python, HTML, CSS, JavaScript, and PowerShell, with experience as a Computer Science student.
- **Customer Service**
 - Adept at handling inquiries and resolving issues efficiently, with over four years of experience as a cashier.