

DANIEL TOTINO

Toronto, ON | 647-323-4263 | danielvtotino@rogers.com | [linkedin.com/in/daniel-totino](https://www.linkedin.com/in/daniel-totino)

PROFESSIONAL SUMMARY

Dedicated and detail-oriented professional with a strong background in customer service, technical support, and operational efficiency. Ability to communicate effectively, manage complex tasks, and provide solutions in fast-paced settings. Seeking to leverage my communication skills, technical expertise, and problem-solving abilities to contribute effectively in dynamic, team-oriented environments.

EXPERIENCE

APPLICATION SUPPORT ANALYST CO-OP

Alectra Utilities | Jan 2025 – Apr 2025

- Provided front-line technical support by handling inbound calls and resolving IT-related issues promptly.
- Managed and resolved service tickets, ensuring timely communication and effective problemsolving.
- Deployed and configured new devices, including laptops and mobile equipment, to end-users.
- Monitored and tracked IT equipment shipments, ensuring accurate documentation and delivery. - Delivered high-quality customer service by assisting employees with technical inquiries and system navigation.

INTERN, INFORMATION TECHNOLOGY

Alectra Utilities | May 2023 – Aug 2023, May 2024 – Aug 2024

- Enhanced and tested backend processes within ServiceNow to improve the company's IT ticketing platform.
- Collaborated with the IT Support team to fulfill monthly audit requirements and ensure compliance. - Collected, tracked, and managed hardware assets including laptops, phones, and other IT-related equipment.
- Provided technical support for the implementation and maintenance of new and existing IT systems.

STORE CLERK

Metro Inc. | June 2019 – Present

- Delivered excellent customer service while working efficiently in a fast-paced environment.
- Managed inventory by restocking shelves, conducting audits, and removing expired products. - Ensured food safety compliance through regular checks on product expiration dates and workspace cleanliness.
- Assisted in training new staff to uphold company standards and best practices.

EDUCATION

Bachelor of Arts, Information Technology

York University | September 2021 – December 2025

High School Diploma

Chaminade College School | Sept 2016 – June 2020

- Honour Roll
- Member of Film Club & Instrumental Band

SKILLS

- Communication & Customer Service
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Asset Management
- ServiceNow Enhancement & Testing
- Technical Troubleshooting & Device Deployment

VOLUNTEER EXPERIENCE

Jakes House (Charity for Autistic Children)

- Supported the 'Brothers for Baskets' food drive (2018).
- Assisted with the annual Jakes House Christmas Party (2017-2019).

Mass Setup/Takedown, Chaminade College School

- Led setup and takedown operations for monthly school masses (2016-2020).