

Dacquarn Stewart

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Professional Summary

Analytical and detail-oriented IT graduate with IT operations, application administration, end-user assistance and driving process improvements. Skilled in managing incidents, analyzing data, gathering requirements and supporting technology solutions to enhance business outcomes. Strong communicator with a customer-focused mindset, adept at resolving issues efficiently and documenting technical processes. Currently completing a Computer Systems Technician – Software Support diploma (Dec 2025) with experience in Agile environments, data analysis and technical troubleshooting.

Skills

- Application & System Support: Application configuration, user account management, system maintenance, patching
 - IT Support & Troubleshooting: Hardware/software diagnostics, ticket management (ServiceNow), technical documentation
 - Tools & Platforms: Windows Server, Active Directory, Jira, ServiceNow, Microsoft Office Suite, Google Workspace
 - Scripting & Programming: Python, SQL, PowerShell, Bash, C#, Java, Linux, React
 - Networking & Security: TCP/IP, VPN, Firewalls, Security compliance
 - Project Management: Agile/Scrum methodologies, process documentation, workflow optimization
 - Soft Skills: Excellent communication, problem solving, attention to detail and collaboration
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Education

Mohawk College / Ontario College Diploma – Computer Systems Technician (Software Support)

SEPTEMBER 2022 - DECEMBER 2025, HAMILTON, ON

Entrance Scholarship Recipient (2022)

Experience

Mohawk College / Help Desk Analyst (Intern)

MAY 2024 - AUG 2024

- Provided Level 1 & 2 IT support for students and faculty, troubleshooting application, hardware, and network issues.
- Managed incidents via ServiceNow, meeting SLA timelines with a 95% first-call resolution rate.
- Supported Active Directory administration: user provisioning, password resets, and access management.
- Installed and configured software applications while ensuring security compliance.
- Created user guides and documentation to support recurring issues and system updates.

1-800-GOT-JUNK / Driver & General Labourer

FEB 2023 - PRESENT

- Delivered strong customer service while coordinating logistics and task execution in dynamic environments.
- Collaborated closely with team members to complete jobs safely and efficiently.
- Promoted additional services and maintained high customer satisfaction ratings.

UPS / Customer Service Associate

FEB 2022 - JUNE 2022

- Assisted customers with service inquiries, order tracking, and technical form completion.
 - Resolved issues quickly and maintained organized transaction records.
 - Supported shipping software and POS systems to streamline daily operations.
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Projects and Academic Experience

Mohawk College / Business Process Improvement Project

- Analyzed workflow inefficiencies and proposed automation solutions using data-driven insights.
- Documented system processes and recommended improvements, enhancing efficiency by 20%.
- Presented project outcomes to a review panel, recognized for clear communication and practical problem-solving