

# Eric Traccitto

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## SUMMARY

Motivated fourth-year IT student with strong technical skills and hands-on experience from an internship at Kinross Gold Corporation, specializing in troubleshooting, workflow automation, and global IT support. Organized, proactive, and focused on research in IT and Systems Management.

## HIGHLIGHT OF QUALIFICATIONS

- 4th-year IT student with experience in IT support, database systems, and data analytics.
- Proficient in Microsoft Office and Google/OneDrive, leveraging tools for effective data organization, documentation, and collaboration.
- Effective communicator with five years of experience conveying technical information clearly and engagingly to diverse audiences in both IT support and recreational settings.
- Proven collaborator, working successfully with teams in IT and recreational roles.

## EDUCATION AND TRAINING

Bachelor of Arts

Information Technology, York University, Toronto, ON Expected in April 2025

| GPA: 7.72 | Currently enrolled in:

- Database Management Systems
- Business Process Management Systems
- Internet Client-Server Systems

High School Diploma

Holy Cross Catholic Academy, Toronto, ON June 2021

## SKILLS

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|--|---|
| • Problem-Solving/Computer Skills        | • Experience in HTML/CSS/JS               |
| • User Support/Troubleshooting           | • Experience with MySQL/MariaDB/Oracle    |
| • Good Work Ethic/Quick Learner          | • Experience with Microsoft 365 Suite     |
| • Application Configuration/Installation | • Experience with ServiceNow/Azure/Intune |

## EXPERIENCE

Gold Rush Summer Intern - IT Global Client Services, 05/2024, Present, Kinross Gold, Toronto, ON

- Provided technical support to over 4000 users in a hybrid work environment, troubleshooting Windows OS, Microsoft Office Suite, and various hardware, including printers, cell phones, laptops, and IP phones.
- Imaged laptop/desktop computer hardware with Windows OS and essential business applications; provisioned desktop and mobile communication devices for global users.
- Supported Kinross's IT infrastructure by managing video and audio conferencing tools, mobile device management, antivirus software, and spam filtering systems.
- Developed strong interpersonal skills by working with a culturally diverse, high-performing team, enhancing IT support and client service skills.
- Contributed to department-wide projects, including workflow improvements, automation tasks, AI implementations, and API integrations for web applications, enhancing productivity and streamlining routine tasks.

Aquatic Deck Supervisor, 09/2022, Present, City of Vaughan, Woodbridge, ON

- Led and supervised a team of swim instructors, providing guidance on lesson planning, skill evaluation, and technique enhancement.
- Conducted facility orientations and assisted new staff with accessing their login credentials for essential resources.

Aquatic Camp Director, 05/2023, 09/2023, City of Vaughan, Woodbridge, ON

- Collaborated with a team of directors to deliver safety presentations across three community centers.
- Planned and organized multiple camp programs, ensuring smooth weekly operations and effective communication with staff and parents.

## OTHER RELEVANT EXPERIENCE

SoloLearn Certifications: Coding Foundations, Introduction to SQL, SQL Intermediate, Introduction to HTML, Introduction to CSS

Online Certifications: SQL Certification | LearnSQL.com