FABIO DE OLIVEIRA

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TECHNICAL PROFICIENCIES

- Powershell
- Python
- Godot Engine
- HTML,XML,CSS
- JavaScript, Jqeury
- Bootstrap 5
- Linux/Unix

- Node.js
- Express.js
- Git,Github,Version Control
- EJS
- MySQL, MongoDB, Mongoose
- REST, API, JSON
- ReactJS

PROFESSIONAL ACCOMPLISHMENTS

MARKHAM STOUFFVILLE HOSPITAL   **May 2019 - Present**
Helpdesk Consultant (Powershell Developer)
- Automated weekly network-wide printer reports reducing time on task **3 hours to 2 minutes**
- Automated massive co-op student account creation process reducing time on task **1-5 hours to 10 minutes**
- Implemented automatic password expiry notification script reducing password calls by **%70**
- Implemented PowerShell tools and introduced new processes for new hire accounts (Account, email, Meditech accounts, Network Drive) reducing time on task from **15 minutes to 5 minutes per account**
- Created and designed password reminder page using HTML/CSS
- Introduced new processes, updated and created end-user documentation, provided hands-on training to users **reducing tier 1 calls by %30**

SHAWCOR LTD.   **July 2017 – December 2017**
Desktop Support Analyst
- Stationed at "TechBar" to provide onsite client facing IT support **improving overall IT-and-staff relations and image**
- Responsible for company wide IT communication updates. **Increasing end-user productivity**
- Introduced E-Recycling Program and maintained storage room cleanliness to **improve work-flow efficiency**
- Introduced hands-on workshop IT related training on new processes and applications **reducing low severity IT calls by %10**

COMMUNITY CARE ACCESS CENTER   **December 2016 – June 2017**
Desktop Support Analyst
- Provided Desktop Support to **500**+ End-Users
- Traveled to external office locations for external support as necessary
- Coordinated with Network Support: Installed wireless router in Orangeville Office
- Responsible for creating new user accounts: Created phone-line extensions, email addresses and username access
- Maintained IT inventory and responsible for hardware orders
- Repaired BlackBerry phone devices: replaced damaged screens, buttons and reseated connectors
- Achieved "**Team of the Month**" award
- Provided Job-Shadow training to Co-op Student
- Provided on-boarding IT training to users

LEXISNEXIS   **August 2013 – December 2016**
Technical/Desktop Support Specialist
- First-line of Desktop Support to **700+** End-Users
- Achieved "**Employee of the Month**" award: November 2014
- Spearheaded "Windows XP to Windows 7 Upgrade" Project
- Coordinated with IT Manager: Completed "Blackberry to Iphone" upgrade
- Responsible for Mac laptop setups joining network domain, installing Office 365 software and Windows 7 Parallels
- Implemented Quality of Life improvements: Re-designed IT Inventory process **to improve overall-workflow and organization**
- updated instructional documents, standardized ISO WIndows images
- Introduced weekly meeting room maintenance to **improve meeting room efficiency**
- Responsible for Network Printer up-keep: Maintained toner stock and printer functionality

EDUCATION

Seneca College   **December 2012**
Computer Networking and Technical Support