

PROFESSIONAL SUMMARY

Seeking community through technology.

Specializing in corporate hardware, software and service with a focus on being professional and successful.

PROFESSIONAL EXPERIENCE

Imgur Inc - IT Administrator and Technical Support Representative, Community Team

Nov 2014 – Jan 2018

- Assisted users with technical issues through email, zendesk, private messages and in person.
- Encouraged users to engage within the Imgur community to create a safe and inclusive environment for the diverse audience of Imgur.
- Served as the point IT person in charge of employee experience and support. Created and followed routines for on and off boarding related to hardware and account setup for the user.
- Set up technical requirements for major in-house events, and was on-call when support was needed; most notably assisting in the generation of \$15,000+ in donations.
- Implemented solutions and improvements to advance the preventative maintenance of the office hardware and software.

Acrodex Inc - Computer Systems Analyst

Oct 2014 – Oct 2015

- Assisted in the on/offboarding of employees. Incorporating new routines to assist in the development and of the team and success.
- Implemented a variety of networks, computers, servers, and general infrastructures.
- Operated closely with clients for the physical and software repair.
- Handled wide-scale clientele of provincial government and health systems.

Best Buy/ Geek Squad - Multi-Channel Sales, Geek Squad Technician

Jun 2011 – Jun 2014

- Worked closely with clients to troubleshoot issues related to computer networking, mobile device complications, and computer operating systems.
- Performed the installation, configuration, and maintenance of processor software and hardware.
- Provided customer support with knowledge of every department branches of technology.
- Recognized for proper and rewarding customer care within sales and service.

Packers Plus Energy Services - Support Technician

Jan 2011 – May 2011

- Managed the active directory inclusive of the company by overseeing the shared folder creation and maintenance.
- Directed the operation of network rules within the active directory.
- Established client care for end units comprising of desktops, laptops, and mobile hardware.
- Accomplished field-based phone support for clientele.
- Assisted in the creation and filing of all company wide archiving, ensuring responsibility for company secure data and care for privacy.

Variety of Websites and Communities - Website Administration/Beta Testing

Jan 2007 – Present

- Largely involved with many online communities as either a moderator or administrator.
- Assisted with the creation and development of several interest based blogs.
- Work closely with teams to help beta test and grow content. Including school forums and blogs.
- Central point of contact for community stabilization for multiple forums and communities.

PROFESSIONAL TRAINING & EDUCATION

- HP/Dell/Lenovo/Apple/Lexmark Technician Certified
 - Compia A+ Certification
 - OSHA Certification
 - Fanshawe College - Graduate of 2012 in Computer Systems Technology
 - Sharepoint Certified
-

CORE TECHNICAL COMPETENCIES

- ***Operating Systems*** – experience installing, maintaining, and working with Windows, Apple, and many Linux distributions
- ***Active Directory*** – knowledge in managing and maintaining an active directory network; demonstration of solid administrative and technical skills in both client and server relations
- ***Software*** – deep understanding of several different software releases. A quick understanding and natural attention allows for quick learning and easy teaching. Many years using Zendesk, G Suite and Office 365 administration, with experience in security and software management services.
- ***Hardware*** – experience with many manufacturers of hardware and their products. Printer repair as well as manufacturer specific training has given unique knowledge with multiple platforms in many environments.
- ***Audio/Video*** – working with and managing multiple types of audio/video technology such as audio boards, broadcasting software, camera and microphone equipment.
- ***Troubleshooting/diagnostics*** – analyzing issues arising in desktops and laptops, as well as their components or peripherals, allowing for creativity and out of the box solutions resulting in efficient troubleshooting
- ***Preventative Maintenance*** - Measures taken to document and help limit the time taken in future processes. Upkeep on hardware and resources.
- ***Event Planning*** - Strong event planning abilities, including management of audio/video for events, along with any hardware required such as cabling, schematics, audio, video, control systems, etc

CORE KEY COMPETENCIES

- ***Future Driven Decision Making*** - pride in planning and research for a future proof solution to problems
- ***Organization*** - Documentation driven to allow for faster and replicable paths to follow
- ***Excellent Verbal & Written Communication*** - Constant effort to build relations and community through verbal and written communication
- ***Sharp Detail Orientation*** - Answers are found by asking questions. Details are found by finding all the answers. This follow through allows for professional troubleshooting and solutions to be found
- ***Teamwork*** - A community is not just what is viewed by the company, but the company itself. Through my actions, I build relations to succeed
- ***Efficient & Positive Leadership*** - To find success, helping others succeed enables learning and partnership. Finding the paths to take allows for growth in areas previously thought not able to grow.