

Nicholas Smith

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Entry-level IT support professional seeking a full-time role in Information Technology. Recently completed the Google IT Support Professional Certificate — an eight-month IT support program that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs.

WORK & RELEVANT EXPERIENCE

Clerical Assistant **Central Bank of Trinidad and Tobago, Saint Vincent Street, Trinidad, and Tobago.**

Central Bank of Trinidad and Tobago

September/2017 – December/2017

- Aided with maintaining and updating the filing system in the Pensions Department.
- Aided by copying and scanning files.

Intern

Savannah East, 11 Queen's Part East, Port of Spain

Diagon Consulting

July/2020 – August/2020

- Confer with management team to plan content criteria for the website.
- Implemented webpages for the website using HTML, CSS, JavaScript.
- Created documents important to the onboarding process in the company using Microsoft Excel and Word.

EDUCATION

Google IT Support Professional Certificate September/2021

Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs

Diploma in Software Engineering October/2018

A programme offered by the University of Trinidad and Tobago that covers networking, programming, project management and user interface design.

TECHNICAL & BUSINESS PROFICIENCIES

Technical: Experience in using Linux, Windows. Experience in troubleshooting, networking, directory services, cybersecurity, web development. Programming languages: C++, Java, Python, JavaScript, MYSQL.

Business: Experience in customer support, project management.

PROJECTS

Automobile Repair Service Website: Developed a website for an automobile repair service company. The website provided a way for customers to view services and items for sale efficiently and keep up to date with deals and events provided by the company.

ADDITIONAL SKILLS

Hiking
Team Leader

Mentorship
Chess

PERSONAL DEVELOPMENT/SKILLS

I am currently a volunteer mentor in a Youth Speak Up Programme. My responsibility as a mentor is to assist students in the use of software that promotes collaboration and online advocacy. These software include google docs, sheets, and slide. Creating accounts on social media platforms. I assist in the management of breakout rooms during the online sessions.

As a former executive member of the University of the West Indies Computing Society, I presented on the benefits of using GitHub and demonstrated how to create a profile use some of the features such as pushing changes, forking new repositories merging branches and pull requests.

As a project for my Web Technologies course, I helped create a Recipe Website using Flask and SQLite Database and hosted on Heroku.

As a personal project I created two websites using React, MongoDB, Express and Nodejs and hosted them on Heroku. One is a note taking application, the second is a phonebook application.