

Haley Telega

Full Stack Web Developer

Haley Telega
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Skills

Strong technical skills gained through updating and troubleshooting multiple different information systems and web languages. Excellent communication and interpersonal skills demonstrated in my ability to assist and learn through coworkers and documentation.

Experience

HUB International / Senior Systems Support Technician

03/2021 - PRESENT, Windsor

- Develop and write specific scripts in our HelpDesk system to achieve specialized fields and forms.
- Led a project called One Profile, which involved condensing the Citrix environment to one from six different environments for an easier and faster end-use experience.
- Ensure employees had an efficient work-from-home solution, which included ensuring thin clients could connect remotely using VPN, as well as connect to our telephony system.

CypherSystems Group/HUB International / System Support Technician

04-2018 - 03-2021, Windsor

- Develop, update and troubleshoot Manage Engine Help Desk to make submitting tickets a more manageable process for employees.
- Assist in creating multiple documents on new processes being put in place to break-down any confusion.
- Troubleshoot hardware and software technical difficulties upon request.

Fanshawe College / Laboratory Technician Assistant

01-2016 - 08 - 2017, London

- Met the technical needs and expectations of all students and teachers in the IT Department by working to solve problems both effectively and efficiently.
- Remedied equipment break-down concerns in both the networking and server room and student classrooms immediately upon request.
- Effectively communicated with third-party vendors for product information and ordering equipment on behalf of the IT Department at Fanshawe College.

Education

Carleton University / Certificate in Full Stack Web Development

02 - 2022 - 07 - 2022, Ottawa

- Studied front-end and back-end web development in HTML, CSS, JavaScript, React, Node.js, OOP, ORM and Express.js.
- Knowledge in Computer Science for JavaScript: Regex, MySQL, NoSQL, MERN and Progressive Web Applications.

Fanshawe College / Diploma in Computer Systems Technology

09-2014 - 12 - 2017, London

- Extensive experience in designing, installing, troubleshooting, and maintaining microcomputer systems and networking equipment. -
- Ability to install, configure, update and administer operating systems from Microsoft.