

Education

Mohawk College

December 2023

- Network Engineering And Security Analyst
- Computer Systems Technician - Network Systems

Skills

Virtualization

Proxmox, Virtualbox, Scale, Hyper-V, and ESXI

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Networking

Juniper, Aruba, Fortinet, Cisco, TCP/IP, DNS, DHCP, VLANs, VPN

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Security

ACL, VPN Security, Network Segmentation, MFA, Patch Management

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Automation & Scripting

Powershell, Python, BASH, Ansible

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Experience

CANUSA / Auto Parts Centres

March 2024 - June 2025

Junior Network Specialist

London, Ontario

- Managed Daily Operation of Six Windows Servers
- Managed Operation system upgrades company wide. Windows 10 - > 11 Windows Server 2003 - Server 2022
- Maintained Network and Networking Equipment for 50 locations
- Configured and deployed all networking equipment for new locations, including
- Deployed and Managed Intune for 400 devices
- Implemented critical security enhancements and patch management organization wide

ATS Automation

January 2023 - August 2024

IT Client Support

Kitchner, Ontario

- Provided technical support to end-users within defined service level agreements (SLAs).
- Facilitated Office365, Project, Visio, Adobe, and Fox-It license requests for end users.
- Performed a refresh for ~200 users, encompassing machine imaging and setup, ensuring little to no downtime.
- Collaborated between internal IT teams to escalate and successfully resolve complex technical issues
- Upheld accurate and detailed case notes of reported issues, tracking them within the Jira ticketing system.

CAN-ENG Furnaces

April 2022 - September 2022

IT Helpdesk

Niagara Falls, Ontario

- Remotely resolved general hardware malfunctions and complications for ~600 end users
- Conducted software installations and upgrades, including operating systems and productivity tools
- Completed user hardware upgrades as needed
- Contributed to the enhancement and streamlining of IT-related documentation