

Huy Pham

Toronto, ON | 647 289 8605 | phamd18@mcmaster.ca | [LinkedIn – Harry Pham](#) | [GitHub](#) | [Harry's Web](#)

EDUCATION

McMaster University

Bachelor of Technology in Software Engineering Technology

Hamilton, CA

Sept 2023 - Dec 2025

Relevant coursework: Next.js, React, Python, Flask, PowerShell, SQL, and AWS

Seneca Polytechnic

Advanced Diploma in Computer Engineering Technology

Toronto, CA

Sept 2017 - Apr 2020

PROFESSIONAL WORK EXPERIENCE

S&C Electric Company

Junior System Administrator (Co-op)

Toronto, CA

May 2025 – Present

- Administer user accounts, permission, security groups using Active Directory, Microsoft Intune, and Azure AD.
- Manage Microsoft 365 services through Exchange Admin Center, Teams Admin Center, and SharePoint Admin Center for mailbox provisioning, license assignments, and collaboration policies.
- Automate application package deployment using PowerShell scripting to Microsoft Intune for seamless distribution through the Company Portal.
- Monitor and manage virtual machines and hosts using VMware vCenter, including resource allocation, VM provisioning, and snapshot management.

S&C Electric Company

Desktop Support Analyst (Co-op)

Toronto, CA

Sept 2024 – Apr 2025

- Delivered Tier 2 technical support resolving incidents related to Windows OS, Office 365, Exchange, VPN, and enterprise applications through ServiceNow, achieving 90% incident resolution efficiency.
- Administered user accounts and group access via Active Directory and Microsoft Intune, supporting onboarding /offboarding and ensuring compliance with organizational IT policies.
- Worked with the Networking team to troubleshoot connectivity issues, configure DHCP/DNS settings, and ensure seamless integration of cloud-managed devices.

CompuCom Systems

IT Field Service Technician

Mississauga, CA

May 2023 – Sept 2023

- Provided top-notch customer service to BMO by breaking down IT technical jargon, maintaining and upgrading servers.
- Anticipated with end users and cross-functional teams within SLA, maintaining 90% of the client satisfaction.

Advanced Skytech Canada

Computer Repair Technician

Markham, CA

Sept 2020 – May 2023

- Diagnosed and repaired hardware issues for desktops, laptops, and peripherals, reaching a 98% repair success rate.

CERTIFICATION AND TRAINING

COMPTIA Network+

TCP/IP, VPN, VoIP, Firewall, Routing and Switching, Cloud Networking

CompTIA

Nov 2024 – Nov 2027

COMPTIA A+

Computer Repair, Windows Client and Server OS, Technical Support

CompTIA

Jul 2023 – Jul 2026

CS50's Introduction to Computer Science

Computer Science, C++, Python, MySQL, API, JS, Database, Git, GitHub, SVN, Deployment

Harvard University

Dec 2023

PROJECT & VOLUNTEER EXPERIENCE

IT Ticketing System (Next.js + JSON REST API)

Tech Stack: Next.js, React, REST API, Node.js, JSON Server

Toronto, CA

March 2025 – Apr 2025

- Built a ticket management system for IT teams to track issues, status updates, and escalations.
- Implemented routing with server-side rendering and a responsive UI for internal enterprise use.
- Used local database emulation for data persistence and implemented user roles for admin and technician views.

Vehicle Detection with Computer Vision

Tech Stack: Google Colab | Python, OpenCV, PyTorch, Matplotlib

Toronto, CA

May 2024 – Aug 2024

- Developed a vehicle detection pipeline using OpenCV and PyTorch to identify and classify vehicles in image datasets
- Leveraged Torch for GPU-accelerated operations and model inference (if applicable in later cells).
- Visualized detection results using Matplotlib, enabling interactive and interpretable output for analysis.

Stock Market Tracker Web App

Tech Stack: Python, Flask, MySQL, JavaScript, HTML/CSS

Toronto, CA

Jan 2024 – Feb 2024

- Created a client-server financial dashboard that pulls real-time market data and visualizes user holdings.
- Emphasized secure design, modular code structure, and RESTful principles.