

CERTIFICATION

A+ CompTIA

*Successfully passed Core 1 (220-1001)

JOB EXPERIENCES

IM SPECIALIST (Information Management + Technology)

Royal Canadian Mounted Police | 2019 January – 2020 December

- Operated Police Record Information Management System to monitor, assess, filter and route files to appropriate operational units
- Reviewed and analyzed Information Management policies and procedures to appropriately record keep administrative and operational police files
- Managed incoming correspondence, created hardcopy files with electronic systems and archives, and disposed records in accordance with legislative requirements and policy

POLICY ANALYST (Signals Intelligence + IT Security CO-OP)

Communications Security Establishment | 2018 January – 2018 August | **Top Secret Clearance**

- Acquired in-depth **cyber security training** to make editorial changes to CSE policies and interpret information to ensure that it reflects current CSE priorities and Ministerial Direction
- Revised CSE cybersecurity policies by receiving feedback from stakeholders in various units and partnered agencies and conducted research analysis to prevent the findings to the management
- Reported to the Director, Policy and Review to make alterations to CSE gaps in order to highlight information sharing with the various government agencies

TECH SUPPORT SPECIALIST (VOLUNTEER)

Vancouver Community Network | 2020 January – 2020 December

- Provided technical assistance to clients via in-person and telephone for issues relating to computer, software and hardware systems issued by Vancouver Community Network
- Troubleshoot clients' workstations by running Windows 7, 10 and Ubuntu OS to remotely access clients' hardware systems
- Operated private Open Terminal to verify, record and modify clients' personal information to update the status
- Managed main phoneline and composed electronic document to record the nature of the call

EMPLOYER ACCOUNTS AGENT (CO-OP)

Canada Revenue Agency | 2016 September - 2017 May

- Provided technical support to employees, such as resolving hardware issues and instructing setting up hot-key systems for the efficient of the work
- Assessed financial statements, inquiries and reports to identify and resolve employer accounts that required corrective action and analyzed tax-related issues with a team
- Received and examined subcontract payment (T5018) and Record of Earning (ROE) files with macro software system to analyze unreported information slips and taxable income to determine validity of the requests

RESEARCH ASSISTANT

Modelling of Complex Social System, SFU | 2014 January – 2015 July

- Examined the relationship between social issues and nature of social interactions by creating documents in Microsoft Word and analyzing the variables in Microsoft Excel
- Conducted in a team by collecting and organizing detailed information from peer-reviewed journal articles and government websites about the external forces surrounding the regulations of illicit substances in the U.S.

EDUCATION

COMPUTER SYSTEMS TECHNOLOGY DIPLOMA

British Columbia Institute of Technology | 2021 January – PRESENT

CRIMINOLOGY BACHELOR OF ARTS, CO-OP DEGREE

Simon Fraser University | Graduated 2018 October