
Jamie Benjamin Goodrich-MacLean

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📍 Ottawa, ON | Bilingual: English & French

Professional Summary

Motivated and bilingual IT professional with a DEC in Computers and Networks and over 5 years of customer service experience. Currently supporting federal clients as a Junior IT Helpdesk Technician at Shared Services Canada. Skilled in troubleshooting, system administration, and end-user support. Eager to grow in cybersecurity, networking, and systems engineering.

Technical Skills

- **Systems & Tools:** Windows 10/11/Server, Linux (Ubuntu, Mint, Arch), Active Directory, Azure Entra ID, Cisco AnyConnect, Hyper-V, SM9, Onyx, SCCM
 - **Networking:** Cisco CCNA-level knowledge, Switch/Router configuration, VPNs, Firewalls (OPNSense, PFSense)
 - **Programming & Scripting:** C/C++, Bash, CMD, Labview, QT, Quartus
 - **Hardware:** Soldering (through-hole & SMD), PCB Design (KiCad), Computer assembly & repair, Microcontrollers and FPGAs
 - **Other:** Documentation writing, OS optimization, currently learning python
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Education

DEC in Electronics Engineering Technology – 2024 Heritage College, Gatineau

- Honor Roll (4 semesters)
- Courses: Cisco CCENT/CCNA Networking, Wireless RF, Project Management, Analog+Digital Circuits, Microcontrollers, Embedded Programming, Operating Systems Administration, Computer Troubleshooting
- Tools: PuTTY, Hyper-V, KiCad, HESK, QT, Quartus, Windows, Linux, VSCode

Electrical Engineering and Computer Science – 2021 IUT d'Aix-Marseille, France

- LabVIEW, PLC automation, physics of flight, robotics, Transmission Lines

Certifications

- TCM Security: Practical Help Desk(Complete), Python(in progress)
 - Commissionaires – Security guard training (complete)
 - CNESST – First Aid (CPR, AED) (complete)
 - Comptia A+ (in progress)
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Professional Experience

IT Helpdesk Technician

Shared Services Canada – Ottawa, ON | 2025-Present

- Provide bilingual technical support to clients via phone and remote tools
- Troubleshoot hardware/software issues on government issued devices
- Manage tickets using SM9, Onyx, and Infoweb; escalate major incidents
- Perform password resets, VPN setup, and Active Directory tasks
- Manage user profiles in Azure Entra ID and Exchange Admin Centre
- Perform fixes on client phones using EMDM
- Create user guides and contribute to internal knowledge base

Teaching Assistant – Operating Systems Administration

Heritage College – Gatineau, QC | 2023-2024

- Delivered Linux (Debian distros and arch) lab sessions and curriculum
- Developed and tested lab content using Bash scripts
- Supported students with virtualization and hardware troubleshooting
- Proctored assignments and assessed student progress

Paint Sales Associate

Home Hardware – Aylmer, QC | 2021-2023

- Assisted customers with product selection and special orders
- Managed inventory and collaborated with team to meet sales goals
- Completed self-directed training to enhance product knowledge
- Delivered quality customer service, building strong rapport with clients