

# Jamie Goodrich-MacLean

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## In Brief


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- Electronics and information technology graduate
- Honors student
- 4+ years of customer service experience
- Bilingual with excellent communication skills (French, English)
- Ability to work cooperatively in a team
- Willingness to continually develop skills and knowledge base

## Education

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**Heritage College** Gatineau, QC  
Specialization in Computers and Networks (DEC) 2024

- Networking following Cisco CCENT/CCNA: configuring switches/routers over terminal (PuTTY), Hyper-V, virtual firewalls (OPNSense, PFSense), helpdesk Ticketing Simulations (HESK).
- Operating Systems Admin: Linux (Ubuntu, Mint), Windows 10/11, Windows Server
- Soldering through hole and SMD components
- PCB Design in KiCad
- Programming: C/C++ 
- Wireless: transmission lines, measuring antennas
- Making digital circuits using TTL and CMOS chips
- Building + troubleshooting computers
- Project management: Gantt charting, documentation and report writing
- 80%-89% honor roll

**IUT d'Aix-Marseille** Salon-de-Provence, France  
Electrical Engineering and Computer Science 2021

- LabVIEW: creating virtual instrument programs
- Automation: automated technical systems, grafcet, PLCs
- Line following robot project
- Physics of flight

## Experience

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**Paint Sales Associate** Quincaillerie Home Hardware, Aylmer 2021 - 2023

- Determined customers' needs and assisted them until their needs were met
- Processed special orders and prepared them for customer pickup
- Worked with a team to manage requests and workload
- Processed inventory and kept the unloading area organized
- Followed training videos on my own time to expand product knowledge
- Provided quality customer service and built a good rapport

**Teachers assistant: operating systems admin** Heritage College, Gatineau 2023

- Taught Linux (Mint, Ubuntu) to younger students
- Created curriculum for lab content
- Testing labs for students using bash scripts
- Troubleshooted virtualization problems
- Assesed students understanding
- Supported group collaborative
- Protored assignement completion

**Repair Café** Heritage College 2020

- Volunteered in an open repair activity at my school
- Serviced blenders, tablets, replaced phone batteries, restored computers
- Provided clear, simple explanations for solutions to the clients