**Joyce Roberta Lee**

[joyce.lee001@gmail.com](mailto:joyce.lee001@gmail.com) / <www.joycelee.xyz>

**Objective**

*To seek a career in web development in a friendly and motivated environment to utilize my skills and to gain hands on experience.*

**Highlights of Qualifications**

* Knowledgeable in: HTML, CSS, Bootstrap, JQuery, GIT, AWS and some Javascript
* Experienced with Photoshop, Inkscape (Open source vector-based graphic software)
* Highly detailed oriented and organized with excellent time management skills and great work ethics
* A friendly, hardworking, reliable, self-motivated and responsible individual with an open attitude towards learning new things to broaden knowledge.
* Technical background with extensive knowledge of ITIL process and AGILE workflows

**Experience**

**Sabbatical***November 2015 – Current :: Kitchener, ON*

* On-going self-learning and practicing on web development technologies
* Portfolio: <www.joycelee.xyz>
* Learned the following technologies:

|  |  |  |  |
| --- | --- | --- | --- |
| HTML | CSS | GIT | AWS (for web hosting) |
| Bootstrap (Responsive Design) | Javascript/JQuery | Photoshop | Inkscape/Illustrator |

**Service Management (Monitoring and Database in Operations)**

*BlackBerry :: January 2010 – November 2015 :: Waterloo, ON*

* Coordinated, and worked closely with peers and colleagues to plan out change timelines schedules and resource availability
* Managed changes and communications to resolve on-going incidents in a fast pace environment
* Planned team sprints and maintained intake process with AGILE workflow using JIRA
* Maintained and supported hardware RMAs and warranties
* Worked closely with the Networking team and DC to deploy hardware into our production environments
* Collaborated with external contractors and partners on projects to launch and deploy new applications and software into production environments
* Developed company and team (monitoring & database) process and created documentation and guidelines
* Organized, charted and maintained finance items for hardware and software support for the monitoring team within Operations and ensured proper budgeting were met but were not exceeded.
* Trained and experienced in Crystal Reports to create and generate reports for multiple functions.
* Completed and passed ITIL Foundations certification

**ScheduALL Application Support**

*Canadian Broadcasting Centre :: November 2008 – June 2009 :: Toronto, ON*

* Piloted the ScheduLINK software, which organizes the usage of live satellite feeds and equipment for budgeting and equipment booking
* Provided administration, security and support for CBC News/Radio & French services nationally on the ScheduALL application
* Maintained the ScheduALL database keeping it up-to-date
* Prepared detailed summary reports for management on ongoing support, security and training requirements
* Used Remedy to organize and complete tickets and tasks

**ScheduALL Validator/Scheduler***Canadian Broadcasting Centre :: July 2008 – November 2008 :: Toronto, ON*

* Prepared schedules for CBC News/Radio TV, media, facilities and camera crews using ScheduALL
* Reviewed and validated schedules in a timely manner meeting weekly deadlines
* Reconciled and resolved queries of hours and discrepancies in schedules

**Junior System Administrator***Ceryx Inc. :: February 2007 – July 2008 :: Toronto, ON*

* Outsourced by Ceryx to support Environics Analytics & Research House’s 5 offices around Canada
* Supported call centres which utilized DASH and PROTS phone system that runs on Unix
* Remotely supported and maintained offsite offices with any desktop and server issues that may arise
* Created a library of documentation and tutorials for the outsourced company

**Entrepreneur (Small Online Business Owner)**

*Little Sweetreats :: 2005 – 2007 :: Toronto, ON*

* Developed business strategies to sell soaps and bath products
* Designed and created website to offer products online for purchasing
* Organized and managed business and set up business structures from scratch
* Developed new products to keep things interesting

**Technical Support Specialist (Helpdesk)**

*XBase Technologies Inc. :: 2004-2005 ::  Toronto, ON*

* Supported users on desktop and server related issues over the phone\email\VPN in Windows XP and Windows 2000 environments
* Maintained and manage daily systems infrastructure, which included verifying backups, virus signature updates, application uptime, VPN connectivity, and email availability
* Monitored the network using Quest Big Brother monitoring tool

**Desktop Support Analyst**

*Canada Customs Agency :: 2002 – 2004 :: Toronto, ON*

* Provided first and second level support for Windows 9x/NT/2000, TCP/IP, desktop and laptop PCs
* Tracked and resolved problem tickets using Remedy, supported PKI encryption, hardware and software applications
* Provided end user training on various software applications
* Organized and managed user laptop replacement program for 150 users

**Volunteer**

**CSA in Waterloo for Transpire Organic***Transpire Organic :: 2012 :: Waterloo, ON*

* To learn a bit more about farming, and to help out the community I volunteered to help out at the Waterloo Town Square weekly to help local farmers with the CSA shares

**TOPS Program Brochure Design for Marc Garneau Collegiate Institute***Marc Garneau Collegiate Institute :: 2001 :: Toronto, ON*

* Designed and constructed an educational brochure to advertise special math and science programs, for Marc Garneau Collegiate Institute which was reviewed by professionals and was offered an apprenticeship position

**Education**

**Computer Networking and Technical Support**

*Seneca College of Applied Arts & Technology :: 2000 – 2003 :: Toronto, ON*

* Graduated June 2003 with a 3.4 overall GPA

**Reference**   
Available Upon Request