Mitchell Jean

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About me

I like to solve problems, harden & administrate systems, provide effective technical support, and write clean, digestible documentation. A part of **Venture for Canada**'s 2019/2020 intern cohort, an organization that places post-secondary students into innovative start-ups around the country. Looking for a positive, mutually motivated team to foster my enthusiasm about tech - permanently or on a term!

Education

Lockview High School – Fall River, Nova Scotia

- Diploma | June 2014

Nova Scotia Community College – Halifax, Nova Scotia

- Systems Management and Security – Diploma | September 2017 – present

Experience

October 2018 – present

Shop Tech & IT Support - Eureka Technologies – Lower Sackville, Nova Scotia

- Assembling and maintaining systems, installing Windows, installing/operating relevant software, working on Raspberry Pi oriented projects, WordPress/OpenCart content & inventory management, social media, as well as day-to-day customer service and upkeep

May 2017 – October 2018

Cloth Grader - Value Village – Halifax, Nova Scotia

- Assigning grades and their acquainted prices to men's clothing garments (~1400 per day), while simultaneously providing customer service and keeping up store standards

July 2014 – April 2015

C@P Site Intern - Beaver Bank Community Centre – Beaver Bank, Nova Scotia

- Provided general technical support to C@P Site users when needed, designed/migrated content to the new BeaverBank.ca WordPress site, helped the senior's association at the centre acclimate to social media for sharing photos/video and event planning, as well as more general intern-type duties

Summary of Skills

- Mastery of Microsoft Office suite of products, 365, some experience with SCCM and Azure
- Comfortable supporting a large, diverse environment (Windows, Linux, Mac, Mobile)
- Plenty of experience with Windows servers/Active Directory and Linux servers
- Strong understanding of networking fundamentals, switching/routing, VLANs, and Cisco products
- Effective communication in a fast paced, potentially frustrating work environment
- Moderate experience with scripting (Bash, Powershell) and Python
- Expertise with LAMP (Linux, Apache, MySQL, PHP) administration, lots of terminal experience
- eCommerce experience – WordPress/WooCommerce, OpenCart, Square/Weebly
- Strong understanding of ITSM concepts (Jira experience) – looking to become ITIL certified
- Countless computers built, tore down, and troubleshot – looking to become A+ certified
- Solid grasp of graphic design and typography principles
- Strong attention to detail, works efficiently with a team or independently
- Years of experience in customer facing positions, running social media accounts

References can be provided upon request!