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 and copy. A part of Venture for Canada's 2018/2019 intern cohort, an organization that places post-secondary students into innovative start-ups around the country. Looking for a positive, fun, mutually motivated team to foster my enthusiasm about tech and media!

Education

- **Nova Scotia Community College** – Halifax, Nova Scotia

  - Systems Management and Security – Diploma | April 2020

- **Lockview High School** – Fall River, Nova Scotia

  - Diploma | June 2014

Experience

June 2020 – present
IT Support & Website Design – ScotiaHVAC – Lower Sackville, Nova Scotia

- Providing general technical support to ScotiaHVAC office users when needed, designing, writing, and migrating content to the new classicheatinghvac.com and aceheatpumps.ca Wix websites, helping to create professional documentation that was vital to landing large contracts, managing inventory, and more

October 2018 – present
IT Support & Website Design – Eureka Technologies – Lower Sackville, Nova Scotia

- Assembling and maintaining systems, installing Windows, installing/operating relevant software, working on Raspberry Pi oriented projects, Wordpress/Opencart/Weebly content & inventory management, writing copy and optimizing SEO, running social media channels such as Facebook, Instagram, and Etsy, 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

Summary of Skills

- Mastery of Microsoft Office suite of products, 365 (including Visio)
- Comfortable supporting a large, diverse environment (Windows, Linux, Mac, Mobile)
- A wealth of experience with Windows servers/Active Directory and Linux servers
- Strong understanding of networking fundamentals, switching/routing, VLANs, and Cisco IOS
- Moderate amount of experience with scripting (Bash, Powershell) and Python
- Knowledge of VMWare/Hyper-V, Azure, and virtualization concepts in general
- Expertise with LAMP (Linux, Apache, MySQL, PHP) administration
- eCommerce experience – Wordpress/WooCommerce, OpenCart, Square/Weebly
- Strong working knowledge of SEO and web analytics concepts
- 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
- Experience writing engaging copy for web and social media audiences to drive conversions
- Effective communication in a fast paced, potentially frustrating work environment

References can be provided upon request!