Jeff Guitard

*\*Please use contact information on business card*

**Bio**

I am passionate about technology and enjoy problem solving through critical thinking. I have a strong foundation in Windows administration, Microsoft 365, security protocols and network management. I was an honors level graduate of the IT Systems Management and Security program at the NSCC Institute of Technology. I enjoy continuing to build my skills through workshops, extra-curricular projects, and self-directed learning. I always welcome new opportunities to continue to challenge my evolving technical abilities. Combining professional training with critical thinking skills, in addition to many years of experience working directly with clients in a fast-paced environment, I am confident in my ability to succeed in my IT career.

**Summary**

• Proficient with Windows Server, Microsoft 365, Network management and Hardware troubleshooting

• Strong background in client relations via email, phone and in person communication

• 15+ years of organizational and communication skills in team based as well as self-directed projects

• Detail oriented when multitasking and working under pressure with competing deadlines

• Multiple recognition recipient as stand out employee for client service and outstanding contributions

• Experienced in security protocols when managing confidential and sensitive client information

**Technical Skills**

Active Directory Microsoft 365 Administration Windows Server

Virtualization Windows Client Management Network Administration

Disaster Recovery Azure Cloud Information Security

TCP/IP DNS/DHCP Remote Access Software

LAN VPN Data Visualization

**Education**

**IT Systems Management and Security**

Nova Scotia Community College Graduated April 2023

**Hotel and Tourism Management**   
New Brunswick Community College Graduated May 2004

**Professional Experience**

### **Technical Consultant**

**iRemote Computer Services** - Halifax, NS

May 2022 to Present

Providing IT solutions remotely and in person.

Windows/Microsoft 365 administration, Remote end point security solutions, Active Directory management, Network support, Data migration, Hardware troubleshooting, and Disaster recovery services.

### **Head Concierge**

**Westin Nova Scotian Hotel by Marriott** - Halifax, NS

September 2008 to April 2021

Served as hotel guest first point of contact, assisted guest requests and needs through email, phone and in person, provided in house technical support for guests and convention attendees, Managed pre arrival itineraries as requested for all membership levels of brand, developed secure group arrival/departure plans and relayed information to Guest Service team.

**References Available Upon Request**