

Name

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EDUCATION

University of British Columbia

Expected: Dec 2019

Bachelor of Arts: Major in Cognitive Systems – Specializing in Computer Science and Psychology

Related Course Work: Data Structures and Algorithm, Introduction to Computer Systems, Computer Hardware and Operating Systems, Internet Computing

TECHNICAL SKILLS

Programming: Java, HTML5, CSS3, JavaScript, Python, C, C++, Powershell

Database: MySQL, MongoDB

Framework: Git

Platform: Windows 7/10, MacOS, Windows Server 2008/2012(R2)/2019, Linux (Ubuntu/Fedora)

Networking: TCP/IP, DNS, DHCP, Routers, Cisco Switches, Wireshark, Firewall,

Hardware: Tablets, Android, Apple, Laptops, Desktops, Printers, Servers, VoIP phones

Software: Microsoft Office, Visio, Project, Adobe

Tools: Active Directory (AD), SCCM, VMWare ESXi/vSphere, WSUS, MDT, Cisco Meraki, Watchguard

Other: Project Management

Ticketing System: ServiceNow, Track-It

Antivirus: McAfee, Sophos, TrendMicro, Symantec Endpoint Protection, BitDefender GravityZone

WORK EXPERIENCE

JR System Administrator – Contract

Dec 2019 – Present

Company A

- Built, managed, and rebuilt systems for deployment through the use of MDT
- Created quick reference guides, regarding network configuration, process and technical documentation and hands-on training
- Created and managed a Cisco Meraki MDM server for Apple devices provisioned by the company
- Maintained and improved WAN, LAN, VLAN connectivity, routing, firewall, load balancer through the use of WatchGuard.
- Managed backup, storage, updates on Server 2008, Server 2012 R2, Serve 2012
- Monitored performance and made modifications and adjustments to system architecture, storage methods and management system software using standard security policy
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- Performed ongoing performance tuning, hardware upgrades and resource optimization
- Played an active role in monitoring server performance, network traffic through vCenter to prevent bottlenecks of resources.
- Provided training to operation staff on new and existing IT systems
- Regularly confer with other system administrators and users regarding current and prospective system changes and future needs
- Support users in a timely manner and ensure daily operations task are performed efficiently and escalated properly
- Worked on optimization of network and servers

IMIT Co-op Service Desk

May 2019 – Dec 2019

Company B

- Assisted with launching new start up program for HR by working closely with personnel to perform suitability reviews by learning and implementing end user protocols and engaging client awareness
- Closed 80% of trouble tickets on the first call without escalation
- Devised a plan and executed deployment of more than 50 computers in multiple sites for Windows 10 upgrade
- Installed desktop and laptop images for new users using SCCM
- Maintained records of configured items through the use of configuration management database Prepared equipment for employee use, performed and ensured proper installation of services, operating system and appropriate software

- Maintained records of every of communication transaction in call tracking system, problems and remedial actions taken and next steps and contacts to resolution
- Provided customer and network administration services such as password, electronic mail accounts, file permission, security and troubleshooting of hardware and software using established debugging procedures to over 900 customers.

Junior IT Support Analyst

Sept 2017 – Apr 2019

Company C

- Assisted with hardware (workstation/server/router/switches/printer/VoIP) and software, network printers and LAN/WAN troubleshooting
- Assisted in deployment of 10 Synaptic NAS to multiple labs within the department
- Guaranteed chain of custody was properly documented by serving as point of contact for investigations
- Performed hardware upgrades on laptops and desktops

Junior Web Developer

Apr 2016 – Jun 2017

Company D

- Assisted other design staff members with various aspects of site maintenance as needed
- Updated a variety of WordPress web sites as requested
- Utilized JavaScript to create the desired programming of web page