Jordan Handy

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Summary
ITIL-Certified experienced technical analyst with a demonstrated history of working in the IT industry, specializing in Managed Service delivery, project management, software testing, and solution consulting. Skilled in IT Service Management Project Management, and Cloud Architecture.

Core Competencies

Service Delivery	Problem Solving	Stakeholder Relations
Project Management	Strategic Planning	Project Scope & Requirements
Team Leadership	Cloud Services	Technical Documentation
Technical Analysis	Platform Administration	Agile Methodologies
Incident Response	Cross-functional Collaboration	

Work Experience

Data Integrity Inc. (April 2018 - Present)
Technical Analyst and Service Desk Lead
- Delivering Managed Technical Services related to the areas of expertise (and otherwise) in support of engagements
- Identity Access Management, AD configuration, LDAP management
- Managing print driver rollouts, and device driver updates and maintenance
- Architected the existing infrastructure of the Service Desk, as well as the policies it follows including IAM, hardware break/fix, and escalation procedures while adhering to security standards set out by the client
- The primary point-of-contact for end-user issues and queries, as well as the primary escalation point for unresolved issues
- Cross-functional collaboration with third-party vendors, as part of a larger IMS consortium, to deliver services to the client
- Root cause analysis of ongoing incidents and problems, while working with ServiceNow ticketing system
- Manage the ticketing system, and create documentation surrounding processes and procedures, always looking for new process improvement and iteration
- Trained incoming new hires to the Service Desk team
- Experience with project analysis and road-mapping, in planning for eventual incoming incidents by employees, and roadblocks that may occur, and delay final delivery. Managing KPIs and SLAs
- System image preparation and auditing for security systems. Highly secure and highly available end-user computing devices were required
- Interfacing with Stakeholders to recommend solutions, and confer with the CAB to implement them
- Office 365 Enterprise, Active Directory, and Azure Administration, administering user access, and maintaining access control
- Following best practice for handling chain-of-custody of government data

Sears, Canada (March 2017 – October 2017)
Project Manager
- An integral part of the POS replacement project team, and systems analysis in migrating from mainframe to cloud, with the existing point-of-sale, before the final closure of all Sears stores across Canada
- Quality assurance analysis, using issue and defect tracking software
- Lead trainer for Beta-testing associate training on the new POS platform
- Oversee Sears' POS operations with pop-up shops and retail locations, to ensure effective operation.
- Ensuring both e-commerce and retail best practices are followed

- Conform to PCI compliance standards
- Management of the Sears pop-up Shop from implementation to execution, resulting in a successful increase in awareness of the Sears brand
- Oversee the proper training for pop-up shop associates, to ensure proper business practices and a refreshing customer experience
- Managing the product life cycle of products both coming in, and heading out of, the pop-up shop, ensuring a smooth lifecycle

Shopify (January 2016 – February 2017)

Support Lead

- Incident Response, mitigation, and management working remotely
- Developing training programs and presentations to hone customer service skills
- Respond to merchants, regarding escalated queries
- Interfacing directly with the training team developing new training programs for incoming customer service representatives, leading to a marked improvement when handling customer service calls
- Interfacing directly with the Better Business Bureau, helping to decrease the overall load of escalated queries by helping customers see more transparently into Shopify's practices
- If necessary, engaging law enforcement, in the instance that customers threaten to bring harm to themselves, or may pose a threat to the company
- Working with Zendesk and Twilio for user support tickets

Education

Queen's University (September 2012 – June 2015)

- Bachelor of Computing
- Bachelor of Computing (Honours) – Computer Science

Certifications

AXELOS - ITIL v4 (Current)
Amazon – AWS Certified Solutions Architect - Associate (Current)
CompTIA – CompTIA A+ ce Certified (Renewing)
Google – Google Analytics Certified, Google AdWords – Shopping Certified, Certified G Suite Administrator (Renewing)

Government of Ontario – Licensed Ontario Private Investigator,
Government of Canada - Licensed RPAS Recreational Pilot (Current)
Hubspot – Certification in Inbound Marketing, Inbound Sales, and Email Marketing (Renewing)
Salesforce.com – Certified Administrator (Current)

Technologies & Languages

Amazon AWS
Google Cloud
Salesforce CRM

HTML, CSS, JavaScript,
Java, C#, XML
Apple iOS / Google Android OS

Current Projects

OCS (Ontario Cannabis Store) Service Desk And Hardware Services (2018 - Present)

- Architecting the OCS Service Desk, as well as servicing their end-users. Training the end-users as to best-practices, and recommending industry-standard technologies