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# Jordan Sharpe

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## **List of Qualifications**

- Software Quality Assurance: regression testing, ticket creation, agile methodology
- Unix, Bash, Microsoft Suite, Mac OSX, Application support
- Coordinated meetings and presentations with team and outside clients
- Technical writing and documentation
- ITIL process deployment, monitoring and ticket management

## **Education**

### **Georgian College - Computer Systems Technician Training** Jan 2017-Dec 2018

- Worked with Unix, Bash, Microsoft server, Linux Apache web server, and basic router CLI
- Maintained a keen attention to detail
- Completed time sensitive tasks while maintaining quality of projects
- Completed projects independently and in group settings

### **Simon Fraser University - Creative Writing Certificate.** Jan 2014-Dec 2014

- Studies included: creative writing, publishing, legal issues, writing techniques, peer reviewing
- Developed a keen attention to detail
- Created approximately 20 original pieces

### **Dalhousie University - Bachelor of Arts in English** Sep 2006-April 2011

- Studies included: writing, analysis, proofreading, and editing
- Lead instructional seminars
- Worked independently and in groups on projects
- Maintained extracurricular activities such as Taekwondo

## **Professional Experience**

### **Technical Support Analyst, Castle Hall Diligence** July 2019 - present

- Supported and troubleshot for a team of 80 users to maintain smooth operation of computer systems and applications
- Setup new MacBook Pros and installed company software and profiles
- Created, deleted and modified user accounts and permissions in accordance with appropriate security principles
- Broke down complex issues with proprietary software and subsequently wrote tickets for developers to address
- Assisted Quality Assurance with ticket and regression testing during sprints, upholding DevOps and Agile principles
- Wrote weekly cybersecurity snapshot articles sent company wide
- Created documentation for new and existing company processes and client app features

### **IT Asset Management Analyst, Bank of Montreal** September 2017 - May 2019

- Followed disposal process for servers, laptops, desktops, printers, and recommended improvements
- Represented BMO and led regular meetings with vendors to address outstanding issues
- Physical raised floor investigations and manual updates to Asset information
- Followed processes to transition to a new enterprise application called Service Now
- Efficiently used Remedy ticket system to process incidents
- Used Microsoft Excel to consolidate, read and interpret data

**Customer Support Representative, Lockpoker**

August 2011-July 2012

- Remotely supported global customers (24/7) via email, live chat and video conference
- Actioned daily quota of 150 customer emails per shift
- Provided support to existing clients, while expanding to create new accounts

*References available upon request.*