

Julian Morley

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Qualifications

- Utilizing extensive verbal and written skills to communicate effectively reducing the impediments placed by language barriers.
- Displaying high levels of integrity and honesty while operating independently and in a team-orientated environment.
- Keen sense of urgency allowing workloads to be prioritized accurately while being completed in a prompt manner.
- Capable of confidently providing one-on-one and group instructions to individuals on using new applications and best-known practices.
- Able to project a positive and confident outlook while translating technical jargon to non-technical individuals ensuring high-tension situations were dissolved.
- Currently holding High School Diploma with CompTIA A+, MTA and MOS while pursuing Network+, Security+, Microsoft 365, Azure and MCSA certifications.
- 7 Years customer service experience as IT Consultant, Audio Engineer, Event Host, Disk Jockey, Line Service Technician and office Administrative Assistant.
- 3 Months technical support experience as an IT Consultant employed through Robert Half Technologies.
- 7 Years technical support experience as an IT Consultant (self-employed) supporting MS Windows, macOS and Linux systems.

Work Experience

Six Degrees Medical

Jan 2020 – Current

IT Consultant (Contract)

- Migrating workstations from Windows 7 to Windows 10 ensuring system portfolios, licenses, and applications were compatible and suitable for upgrading.
- Facilitating the migration to Office 365 and creating policies on using SharePoint, OneDrive, Stream, and other applications within the Enterprise 365 platform.

Edelman

Dec 2019 – Jan 2020

IT Consultant (Contract)

- Troubleshooting and resolving issue escalated by Level 1 Support Specialist by providing level 2 & 3 services for internal and external users.
- Creating and monitoring IT tickets, escalating to the proper administrative personnel when needed and following-up on outstanding and erroneous tickets.
- Providing technical support for Office 365, Teams, SharePoint and OneDrive on Microsoft Windows 10 and Apple macOS operating systems.
- Diagnosing and resolving hardware issues between MS Windows and Apple macOS workstations and connected peripherals.
- Collaborating with local department directors and international technical personnel to implement known technical solutions while following company policies.

Work Experience (continued)

Edelman (continued)

- Deploying MS Windows 365 and desktop workstations ensuring full system, application and security functionality.
- Adhering to company policy on equipment and material usage and other relevant policies.
- Migrating users between mobile workstations ensuring file validity post migration as required.

Toronto Employment & Social Services

Sep 2019 – Nov 2019

Application & Technical Support Specialist (IT Trainee/Contract) – City of Toronto

- Positioned myself to become the dedicated point person for technical expertise and resolutions.
- Administrating credentials and permissions for users in a Metropolitan Area Network in an Active Directory environment.
- Providing technical support by troubleshooting, ticketing and resolving issues by analyzing data and utilizing best-known practices (desktop, laptops, monitors, projectors, VoIP, printers).
- Providing technical support by troubleshooting, ticketing and resolving local application issues by analyzing behaviors while reviewing application data and ensuring file integrity.
- Providing technical support by troubleshooting, ticketing and resolving operating systems by reviewing system codes and logs, researching coded errors while combining knowledge base to create and execute best known practices.
- Re-imaging computer systems and deploying workstations as required ensuring system integrity and network validity while ensuring devices are up-to-date with packages as required by Cooperate IT division.
- Actively seeking technical resolutions, exhausting all possible resolutions prior to elevating to higher tier support personnel while following support elevation policies.
- Auditing workstations and mobile devices for system and application integrity preventing compromise on City of Toronto network.
- Ensuring over 150 workstations are operational for internal and visiting users.

Jay's Services

Jul 2012 – Mar 2019

Owner/Operator/President

- Created custom OS image configurations applications and hardware support (drivers) for deployment.
- Created custom hardware machines and modified hardware components based on user and organization needs.
- Diagnosed and repaired desktop, laptop, tablet, cellular phones and fax/printer hardware related issues.
- Installed, configured and maintained MS Server 2016 Roles and Features, managed user credentials and permissions and group policies.
- Installed and configured switches, routers, patch panels and other infrastructure related hardware.
- Provided administrative training and technical support for MS Office and G-Suite.
- Trained end users on Cyber Security and best-know practices for various applications.

Certifications & Education

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| • Microsoft Office Specialist | <i>Dec 2019</i> |
| • Microsoft Technology Associate | <i>Aug 2019</i> |
| • CompTIA A+ | <i>Jul 2019</i> |
| • Cisco Technology Essentials | <i>Jul 2019</i> |
| • NPower Canada – Jr IT Analyst Program (14 Week dedicated training) | <i>Aug 2019</i> |
| • Bahamas High School Diploma | <i>Jun 2012</i> |