# Jeremy Webb

# **Objective**

To demonstrate my ability to work with various technology, improve my skills and constantly improve along the way.

# **Education**

**Nova Scotia Community College – Database Administration 2018 – 2020**“Developing in-depth skills in database design SQL programming, security and database administration.”  
  
**Sydney Academy Adult Education 2013 - 2014**

# **Experience**

## Helpdesk Associate | NTT Data, Halifax NS | April 2020 – Current

* Aid patients, nurses and doctors who are unable to log into health systems, change passwords and unlock accounts. Advanced troubleshooting for systems, networks, printers and servers. Create, monitor, and update tickets with many different ticketing applications. Multitask between many different systems and caller locations to get correct resolution between systems. Worked remotely in a team-based environment. Worked within Active Directory and RDP. Used LogMeIn to provide user support.

## E-mail Operations | Government of Nova Scotia, Halifax NS | July 2019 – September 2019 (Work-Term)

* Provided support to clients migrating from on-premise to cloud or cloud to on-premise through Microsoft Exchange Server. Provided support for O365 and used Axios Assyst to provide solutions to tickets and issues. Used PowerShell to integrate local and cloud users into reports for analytics.

## Floor Support | Servicom, Sydney NS | 2015 – 2018

* Helped others when computer systems were down or having issues. Used analytical thinking when working around time sensitive computer issues. Created scripts and programs to help with efficiency while on the work floor. Sold products and services over the phone. Helped other coworkers and provided leadership when they were having troubles with both computer hardware and software.

## Pipefitter | Tahk, Alberta | 2014 – 2015

* Helped construct a canola plant while using various tools and equipment. Used saws-alls, concrete drills, mag drills, Victaulic press, performed work at heights, carried heavy equipment and tools around work area, read and created ISO schematics, operated various power tools, assembled piping and made sure my work was tidy and professional.

## Computer Repair | Personal Company, Sydney NS | 2010 – 2011

* Cleaned, operated, and repaired broken computers and peripherals. Bought and assembled parts using hand tools, power tools and proper safety equipment. Applied knowledge of security, network, interface, and Windows operating systems to improve user experience.

# **Technical Projects**

## Rental Application | Halifax, NS | 2019 – 2020

* Created a rental project using Java and JavaFX. Setup an external server to host a PostgreSQL database that the Java application connected to, which managed users and managers. Protected SQL statements within Java using PreparedStatement objects and tested using SQL injection. Created functionality to switch between a remote server using PostgreSQL or a local server using SQLite.

# **Qualifications & Skills**

Proficient with MS Office.   
Advanced troubleshooting support through GUI and command line  
Advanced knowledge of virtualization and remote desktop support  
Experience with various programming languages: Java, Python, CSS, HTML, VBScript,  
HTML5, SQL, N1QL, PowerShell

# **Certificates**

First Aid   
H2S Alive  
OHS   
CSTS  
Fall Protection

# **References**

Available upon request