

# KEVIN CRAIG

Cambridge, ON

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(416) 577-2720

## Technical Skills

- Adept with building and servicing desktops, servers, local area networks, diagnosis, troubleshooting, data recovery, and following data integrity standards and information privacy and security guidelines
- Familiar with procedural, scripting, object-oriented, web development, and database programming languages
- Comfortable working with IDEs, Model-based software, embedded system tools, and version control software
- Robust knowledge of mathematics, numerical methods, linear algebra, optimization, and algorithms

## Core Competencies

- Proficient organizational, analytical, communication, and troubleshooting skills
- Productive, punctual, and works well independently or as part of a team
- Comfortable working under pressure or working in a fast-paced environment
- Reliable, flexible, open-minded personality with a can-do attitude
- Determined, willing, and eager to learn, self-learn, and apply myself to get the job done right

## Education

### Computer Networking and Technical Support Diploma

Class of 2016

St. Lawrence College, Kingston ON

GPA of 3.8

- Participated in the internship program by applying to several companies with the aid of the career fair

### Bachelor of Science in Physics

Class of 2014

McMaster University, Hamilton ON

GPA of 3.3

- Took many computer science course electives, including programming, operating systems, and databases

## Relevant Work Experience

### Computer Bench Technician

Jan 2016 – April 2016

ResponseIT

Kingston, ON

- Troubleshoot hardware and software of various types of desktop, server, and laptop computers
- Installed servers on virtual machines and maintained computer networks, applying what was learned in college
- Took part in on-site service calls to diagnose and fix urgent technical issues
- Performed diagnostic tests on a wide range of electronic devices, documenting results

### Community Living Aide

Sept 2020 – Present

Sunbeam Community & Developmental Services

Kitchener, ON

- Responsible for the wellbeing of 3 residents in the group home, often working independently
- Perform a wide range of administrative and residential duties, also volunteering to play guitar and sing songs
- Proficient at charting necessary information, and completing reports by the end of the shift
- Often fixing technical issues around the group home, such as residents' electronic devices, and the printer

### Residential Supervisor

Feb 2020 – Sept 2020

Safe Management Group Inc.

Oakville, ON

- Continued to perform the same duties as my role as a Behaviour Intervention Specialist as listed below
- Was responsible for the wellbeing of 6 clients in the treatment home, being on-call to over 40 staff
- Trained new staff during orientation and on an ongoing basis on residential and administrative duties, SmartMeds pharmacy protocols, and proper procedures when implementing behaviour support plans
- Organized the inventory of groceries and household supplies, and logistics behind delivering them every week
- Completed monthly expense forms with budgets for all supplies purchased for each client and the house
- Fixed technical issues, and helped set up and maintain the staff desktop, the printer, and the CCTV cameras

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### Older Work Experience

#### **Physics Research Scientist**

Summer 2012

Xerox Research Centre of Canada

Mississauga, ON

- Used LabVIEW to interface the electronics, motor controllers, and sensors to a desktop computer to test certain properties of a toner used in photocopier machines

#### **Behaviour Intervention Specialist**

Jan 2018 – Feb 2020

Safe Management Group Inc.

Oakville, ON

- Integral member of a specialized team treating and caring for residents with acute anti-social behaviours
- Utilized crisis intervention, de-escalation tactics, and collaborative problem solving on a daily basis
- Consistently demonstrated a positive and calm attitude, especially when in stressful situations
- Promoted to be primarily responsible for the administrative account of one of the residents in Sept 2018
- Accepted an 8 month long contract with Community Living North Halton, from May 2019 – Jan 2020

#### **Math and Physics Tutor**

Oct 2017 – Oct 2018

Club Z! In-Home Tutoring Services

Oakville, ON

- Tutored students in high school math and physics, teaching concepts and proper techniques
- Scheduled the sessions with the student or their parents, keeping their parents up-to-date on their progress

#### **Sales Associate**

July 2017 – Feb 2018

Dollarama

Mississauga, ON

- Often opened and closed the store independently, was skilled with merchandising, inventory, and cashiering

#### **Industrial Cleaning Technician**

Summer 2015, May 2016 – Jan 2017

Pressure Kleen Services

Etobicoke, ON

- Cleaned kitchen exhaust and garbage disposal systems using pressure washing equipment

#### **Math Tutor**

Sept 2014 – Dec 2014

St. Lawrence College

Kingston, ON

- Organized the meeting time and place, articulated clear explanations for the college level material covered

#### **Amusement Device Mechanic**

Summer 2013

Checkers Fun Factory

Hamilton, ON

- Loaded company trucks with carnival equipment, assembling and dismantling them at requested

### Volunteer Experience

#### **Emergency Department Volunteer**

Mar 2018 – Jan 2019

Credit Valley Hospital

Mississauga, ON

- Greeted the public with a welcoming demeanour, offering help and directions
- Replenished supplies and transported documents and patients to various areas in the ER department

**References Available Upon Request**