

KEVIN CRAIG

Cambridge, ON

kevinmmcraig@gmail.com

www.kevinmmcraig.com

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

ResponselT

Kingston, ON

- Troubleshoot hardware and software of various types of desktop, server, and laptop computers
- Installed servers on virtual machines and maintained computer networks
- Took part in on-site service calls to diagnose and fix urgent technical issues
- Performed diagnostic tests on a wide range of electronic devices, and documented the 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 working with set budgets for each client and the house as a whole
- Set up, maintained, and organized the staff desktop computer, 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

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