**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

* Troubleshot 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

**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**