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# SKILLS

* Operating systems; Windows, Server, Linux
* Network protocols and components
* Application development
* Experience with Python, C++, C#, HTML, CSS
* In depth understanding of complex audio/visual systems
* Strong analytical, organizational and problem solving skills
* Git

# EXPERIENCE

IT Support Engineer - Aatel Communications *March 2014 - Present*

/Application Programmer

* **Crestron programming:** Experienced in designing and programming Crestron control systems using Simpl Windows, Simpl+, Simpl#, and Vision Tools Pro
* **IT infrastructure:** Proficient in managing and maintaining IT infrastructure, including networking, hardware, and software components
* **Microsoft 365:** Skilled in administering and configuring Microsoft 365 applications and services, including SharePoint, Teams, and Exchange Online
* **PowerApps development:** Proficient in building custom business applications using Microsoft PowerApps to automate business processes and workflows
* **Remote support:** Experienced in providing remote support to clients, troubleshooting issues, and resolving technical problems
* **Helpdesk ticketing system:** Proficient in providing first-line technical support via Sysaid helpdesk to users, including diagnosing and resolving hardware and software issues
* **DSP audio programming:** Skilled in programming digital signal processing (DSP) systems for audio applications, including equalization, compression, and mixing
* **Documentation:** Experienced in creating and maintaining technical documentation, including user guides, manuals, and standard operating procedures

Lead AV Technician - Aatel Communications *May 2012 - March 2014*

* **Leadership:** Lead and directed a team of technicians in the coordination of multiple installations
* **Project management:** Worked with project managers ensuring installation met specifications and provided feedback based on site conditions
* **Technical markups:** Marked up technical drawings for necessary edits
* **Troubleshooting:** Troubleshot completed installations at the software and hardware level (multimeters, fluke testers etc)
* **Cabling and equipment management:** Installed network rack equipment and ensured proper cable management/labelling

# EDUCATION

Electrical Engineering Technician - Niagara College *2012*

# CERTIFICATES

* **Crestron Certified Programmer (2015):** Successfully completed and passed the Crestron certification program, demonstrating proficiency in designing and programming Crestron control systems.
* **Qsys Certified (2016):** Received Qsys certification, indicating an advanced level of knowledge and skill in programming and implementing Qsys audio systems.
* **Network+ Certified (2017):** Successfully passed the Network Plus certification exam, demonstrating a deep understanding of network infrastructure, protocols, and troubleshooting.
* **AVIXA CTS-D Certified (2021):** Successfully passed the AVIXA CTS-D certification exam, demonstrating advanced knowledge in designing and implementing audiovisual systems, including displays, projectors, and sound systems.

# Achievements

* **Developed a leave request application in PowerApps:** Built an application in PowerApps to streamline the leave request process for employees, resulting in improved efficiency and reduced workload for HR personnel.
* **Received recognition for exceptional customer service:** Received multiple commendations from clients and colleagues for providing exceptional customer service and support.