Mateo Cuba

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PortfolioWebsite: https://mateocuba.github.io/

PROFILE

IT student with hands-on experience in Windows/Linux systems, Active Directory, Azure, and network configuration (DNS/DHCP, routing, switching) through labs, projects, and professional IT Help Desk Support. Skilled in troubleshooting, system administration, and customer service, with strong problem-solving and communication abilities.

EDUCATION

Computer Systems Technician - Networking Diploma   **Sep 2024 – Present**
Algonquin College, Ottawa, ON

- Cumulative GPA: 3.81 / 4.0 | Dean's Honours List

SKILLS

- **Systems Administration:** Active Directory, Group Policy, Microsoft Exchange, Microsoft Azure, PowerShell and Bash Scripting
- **IT Support:** Hardware/software troubleshooting, device provisioning, ticketing systems
- **Networking:** Advanced router/switch configuration, DNS, DHCP, Wireshark
- **Operating Systems:** Windows Server, Linux administration
- **Tools:** Python, VMware, GitHub, MySQL
- **Soft Skills:** Client-focused technical support, problem-solving, team collaboration

WORK EXPERIENCE

IT Help Desk Student CO-OP   **Aug 2025 – Dec 2025**
InterRent REIT, Ottawa, ON

- Provided onsite and remote support for hardware, software, and mobile devices (Windows, macOS, iOS, Android).
- Assisted with device provisioning, account management in Active Directory, and IT asset tracking.
- Troubleshot PC hardware, OS, and application issues, ensuring minimal downtime.
- Delivered customer-focused support in a fast-paced team environment.

PROJECTS

Azure Blob Storage File Manager with Python

- Developed a command-line Python application that interacts with Azure Blob Storage to manage files in the cloud.
- The tool supports core blob operations: uploading, downloading, listing, and deleting files.
- It enables seamless cloud file management and showcases integration between Python and Azure services.

TCP Chat Application (Client-Server) with Python

- Developed a terminal-based messaging app allowing multiple users to chat over a local network.
- Created threaded architecture to support simultaneous message handling for multiple clients.
- Implemented server-side broadcasting to send messages to all connected clients.
- Applied networking concepts such as the client-server model, TCP protocol, and socket communication.

CERTIFICATIONS

- CCNA (In Progress) - Cisco Certified Network Associate

LANGUAGES

- English - Fluent
- Spanish - Fluent
- Portuguese - Intermediate