

# MATTHEW RICHARD

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## EDUCATION

In Progress	<b>Honours Bachelor of Science   Lakehead University, Thunder Bay ON</b> Major: Computer Science (Co-op stream) Minor: Mathematics  Entering year four of five Successfully completed two co-op terms in the field of information technology.
2019	<b>High School Diploma   St. Ignatius High School, Thunder Bay ON</b>

## WORK EXPERIENCE

Nov 2021 - Sep 2022	<b>IT Infrastructure Support Analyst - User Access Management Centre of Expertise   Canada Revenue Agency, Thunder Bay</b> <ul style="list-style-type: none"><li>- Oversaw all CRA and CBSA user accounts and access control groups in Ontario.</li><li>- Utilized Active Directory to create, manage, and maintain user accounts and access groups.</li><li>- Managed NTFS permissions on shared drives, mailboxes, and servers.</li><li>- Followed structured processes to ensure data security integrity and exceptional service levels in a high volume production environment.</li><li>- Regularly completed projects and tasks related to user account maintenance, UAM data integrity review, and cleanup projects.</li><li>- Prepared reports and documents relating to user accounts and shared folder access.</li><li>- Provide technical advice to colleagues and clients.</li></ul>
May - Sep 2021	<b>Income Tax Auditor   Canada Revenue Agency, Thunder Bay ON</b> <ul style="list-style-type: none"><li>- Reviewed taxpayer relief requests.</li><li>- Researched taxpayer information and legislation to make recommendations regarding taxpayer's requests.</li><li>- Prepared case reviews, reports, and decision letters about relief requests for review.</li><li>- Worked collaboratively with my team leader to discuss cases.</li></ul>
Dec 2018 - Aug 2022	<b>Dietary Aide   Chartwell Thunder Bay Retirement Residence, Thunder Bay</b> <ul style="list-style-type: none"><li>- Prepared and cleaned the dining room.</li><li>- Took orders and served food to the residents alongside various customer service duties.</li><li>- Performed dishwashing and kitchen cleaning duties.</li><li>- Received the "Rookie of the Year" award during my first year of service.</li></ul>

## COMPUTER BACKGROUND

- Excellent knowledge of Microsoft Office and Google applications such as Docs, Drive, Sheets, and Slides.
- Experience with both Windows and IOS operating systems.
- Knowledge of computer hardware.
- Experienced programmer with languages such as Java, C, C++, and Kotlin in an academic environment.
- Academic experience with Android application development.
- Basic experience with Javascript, HTML, CSS, Powershell, and Assembly.