1666 West 6th ave • vancouver • 604 787-1483

ENGLISH & FRENCH • micsau@gmail.com

I’m pleased to enclose a copy of my resume as my application.

My objective is to work in an environment that is not only stimulating and exciting, but also will give me the opportunity to expand my expertise.

The following are emphasizing my qualifications

⦁ More than 10 years involve in Multimedia & IT

⦁ Adapt and learn quickly

⦁ Communication skill in French and English

⦁ Troubleshooting & driven to solve a problem

⦁ A + certification

⦁ Qualify Apple technician

Your lineup could find a use for an organized and multi-talented participant. Working in a cutting-edge company where I can add my experience to the mix and be a part of a great team is my ultimate goal.

I will follow up with you to answer any questions you may have. In the meantime, you may reach me at (604) 787-1483.

Thank you for your consideration.

Yours sincerely,

Miché Sauveur

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objective

My objective is to work, plan and develop in an environment that is not only stimulating and exciting, but also will give me the opportunity to expand my expertise.

technical qualifications

• Troubleshooting (Mac Os X, Microsoft Windows)

• CompTIA A+ Certification 2012

• ITIL V3 Foundation Certification 2012

• Windows 7 Configuring (70-680) Certification 2012

• Microsoft Office Specialist 2010 Certification 2012

• Certify Apple Technician 2010

Professional experience

CBC RADIO-CANADA

DESKTOP SUPPORT SPECIALIST

Vancouver Office, June 18, 2018-

Ticket system, Windows Support

macOS Support, Hardware replace

Web Dev.\ Python-Dev.

Printer Support Tech.

Answering client’s phone calls , Emails

Imaging computers. SCCM support.

Remote Desktop Teradicci & VPN support

Active directory: create Groups, GPO, Resources

Maintenance of equipment (Camera, Computers, Audio devices)

Digital Domain

Linux System Specialist

Vancouver’s Office, March 2016 – March 2018

In charge of the ticketing system, Imaging

Tape backup (Scalar i6000), managing software using puppet,

Chef on windows. VM setup, Troubleshooting 3D applications.

Hardware/Software upgrade

EA SPORTS BURNANBY CANADA

Application Support Level II Agent (Contract)

BURNABY Office, OCT 2015 – FEB 2016

Managing desk side support, Active Directory, PDQ Deployment, Landesk, SCCM deploymentMS Outlook setup, Support for 3D application (3D Max, Maya, Zbrush), Adobe CS Product Support. Oracle VM Virtual Box, Skype, Android Studio Support, Office 365, and One Note, Provide support for PS4 and Xbox consoles. Dell Certified tech. Courses in Progress: Mac OSX for IT administrator

Answering & resolving tickets with in house ticketing system

Aboriginal Affaires Canada - Donna Cona

Application Support Level II Agent (Contract)

Vancouver Office, Jan 2012 – Oct 2015

Managing desk-side support, Active Directory, Citrix receiver configuration, VPN, VM Ware setup/test

Answering & resolving tickets (Remedy), End Level

Setting up Networks (Blade servers, VM server, patch panel)

Estimated and managed campaign budgets

Prepared and oversaw campaign plans & critical path timelines

Presented strategies and concepts to clients and executive boards

Led campaign development in collaboration with the creative director

Coordinated work of multifunctional teams (internal & external)

Shoppers Drug Mart

Bilingual Application Support Agent

Head Office, May 2011- Jan 2012

Managed calls and emails in a timely manner

Coordinated Remote sessions with clients' Point of Sale (POS)

Collaborated with Active Directory account creation and update

Developed in-house applications and deployment under Windows XP & Linux.

CSF (Conseil Scolaire Francophone)

Bilingual Apple technincian

Head Office, May 19 2009-May 30 2010

Publishing new image for network machine

Fix and troubleshoot hardware, software (broken laptops, IPhone, BlackBerry)

Commute to school across the province

Wireless system setup

Installation of windows, Linux, Mac O/S

3D graphic (Maya, 3d max) & Photoshop

Ticketing system, log phone calls and emails

Video conferencing setup

Interfor (Contract)

Application Support

Head Office , Feb. 2008-Nov. 2008

Creation of tickets, Resolving & loggings issues within timeframe

Prepare new machines with imaging tool

Remote Desktop, VPN, VMware

Answer clients (500+) phone calls & email in a timely manner

Citrix application setup and support.

Install local & network Printers

Troubleshoot Windows XP, 2003, Exchange 2003, SharePoint and Blackberry.

Active directory: create Groups & Users. Resetting, moving, adding

IBM Canada (Contract)

Bilingual Support Agent

Head Office, Nov. 2006-May 2007

Answering client’s phone calls (100 +/day) in a timely manner, create tickets

Remote Desktop, VPN login to client’s computers and troubleshoot applications.

Active directory: create Groups, GPO, Resources, Reset passwords

Supporting Applications: Outlook 2003, Exchange & Lotus Notes

completed & continuing education

2010 – Ongoing // Continuing Education Python Programming – Udemy, Online

2006 // A+ Hardware Technician (PC) Certificate – B.C.I.T., Vancouver

2003 // Bachelor of Arts, Major in Anthropology – Concordia University, Montréal

2002 // Design 3D video game Maya & Softimage Certification – Centre N.A.D, Montréal

1998 // Programming C++ & Visual Basic College Diploma – Herzing Institute, Montréal