

Mitchel Lymer

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SUMMARY OF QUALIFICATIONS

- Post-secondary education in Software Engineering Technology.
- Demonstrated excellence in providing technical support and resolving technical issues in a support Helpdesk environment.
- Skilled in monitoring and organizing email and ServiceNow queues, creating necessary emails and tickets for tracking purposes.
- Experience in preparing technical documentation, developing procedural training materials, and conducting training.
- Strong interpersonal skills with the ability to deal effectively with all levels of staff, with accountability.
- Ability to communicate effectively at various levels within organizations, including oral/written and presentation skills.
- Knowledge of policies and procedures relative to IT Acquisition and Contract Administration.
- Proficient in the use of various computer applications including Microsoft Word, Excel, MS Access, PowerPoint, Outlook, and ServiceNow.
- Experience installing, integrating, and maintaining a variety of software, computer terminals, peripheral devices, and digital devices (e.g. mobile devices, smartphones, tablets).
- Adept at conducting systems tests to ensure proper operation of digital devices and data communications equipment using tools and diagnostic software for troubleshooting.
- Excellent organizational, analytical, problem-solving skills and time management skills.
- Ability to work independently with minimal supervision with accountability in a team environment and meet tight deadlines.
- Experience supporting the Toronto Public Service values to ensure a culture that champions equity, diversity, and respectful workplaces.
- Ability to lift/move equipment/boxes up to 40 lbs (18 kg).

EMPLOYMENT EXPERIENCE

Application & Technical Support Specialist 2

Apr 2023 – Sept 2023

City of Toronto – City Clerk's Office, Toronto, ON

- Installed, integrated, and maintained a variety of software, computer terminals, peripheral devices, and digital devices (e.g. mobile devices, smartphones, tablets).
- Monitored and organized email and ServiceNow queues; created necessary emails and tickets for tracking purposes.
- Tracking and decommissioning assets returned, commissioning new laptops, and deploying new devices, peripherals and phones to Olivia Chow's office under tight deadlines. For the Mayoral transition of Mayor John Tory to Mayor Olivia Chow.
- Consulted with divisional users concerning computer hardware/software and Business Technology, providing technical support, training, and testing of new features of divisional applications, equipment maintenance and equipment repair.
- Conducted systems tests to ensure proper operation of digital devices and data communications equipment using tools and diagnostic software.
- Coordinated with external service companies for equipment repairs and followed up with users to ensure resolution.
- Provided IT support for high profile clientele.
- Demonstrated and described the operation of digital devices, computer terminals, peripherals, and network devices to divisional users.

- Maintained manual and computerized inventory and pricing records of equipment and software.
- Assisted in the selection and acquisition of computer equipment, liaising with vendors and processing requests.
- Produced technical and administrative documentation, including service logs and status reports.
- Traveled to off-site locations as required. Such as Councillor's Constituency offices.

Service Desk Analyst

Mar 2022 – Apr 2023

BGIS, Markham, ON

- Diagnosed, troubleshoot, and resolved issues through root-cause analysis, managing tickets in ServiceNow.
- Utilized effective time management to schedule workloads and prioritize tickets, minimizing business impacts.
- Administered all Microsoft Active Directory functions and provided desktop support for over 10,000 users.
- Providing IT support for high profile clientele. Directly assisting the CEO, President and other executives daily.
- Prepared technical documentation for computer technology business processes
- Provided courteous and professional assistance to walk-up clients, resolving I&IT-related requests without supervision.
- Led an initiative to automate laptop imaging using Windows Autopilot, creating documentation and training materials.
- Assisted in the selection and acquisition of computer equipment, liaising with vendors and processing requests.
- Worked outside regular hours to ensure operational needs were met.
- Lifted and moved equipment weighing greater than 40 lbs.
- Traveled to off-site locations as required.
- Provide courteous and professional assistance to walk-up clients at the service desk and resolve I&IT-related requests without supervision. Use situational awareness to communicate complex information clearly based on the audience.

Polling Location Inspector – Elections Ontario, Toronto, ON

2021

Lead Instructor - WizRobotics, Oakville, ON

2020-2021

Tutor/Instructor - WizRobotics, Markham, ON

2019-2020

Entrepreneur - Mitchfit Inc., Toronto, ON

2010-2019

EDUCATION & TRAINING

Software Engineering Technology (Computer Science subset)

2018-Present

Centennial College, Toronto, ON

Ontario Secondary School Diploma

2008 - 2012

R. H. King Academy, Toronto, ON

CSA Intermediate/Standard Workplace First Aid with CPR and AED

2022

Rescue 7, Toronto, ON

ADDITIONAL EXPERIENCE

Participant - Blockhack 2019 – Toronto Blockchain Week

2019

Complete Linux Training Course - Udemy

2022