


MICHAEL RINALDI

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OBJECTIVE

To obtain a position in the field of information technology where I can apply my knowledge and experience, while achieving company standards and expectations.

EXPERIENCE

Telecom Systems Operator

07/2018 to Present

Mackenzie Health Hospital

Richmond Hill, ON

- Fast pace 24/7 365 environment that requires a high attention to detail and a great level of multi-tasking
- Responsible directing calls, navigating through multiple software's, monitoring code panels, and executing hospital codes if required in a quickly and efficiently
- Processed ICAT and maintenance work order using online ticketing system
- Communicated professionally and with physicians, hospital employees, patients, and other callers

Secure Desk Operator

12/2016 to 07/2018

TD Canada Trust

Markham, ON

- Responsible for opening and closing the branch, balancing the day's work, and securing large volumes of cash in the vault or preparing for shipment
- Followed strict compliance procedures in day-to-day operations to ensure branch safety, security and confidentiality
- Assisted both personal and commercial clients with banking needs such as deposits, withdrawals, payments, wire transfers, certified cheques, etc. while providing exceptional customer service

Sales & Technician

01/2013 to 02/2017

TEK Electrical Supply

Woodbridge, ON

- Provided technical knowledge to clients on electrical products, installation, and troubleshooting techniques
- Installed electrical hardware and lighting when required
- Interacted with current and potential customers on a daily basis via in person, telephone, or email providing exceptional service to meet their needs

- Managed the company's website, social media, mobile app, email domains, and phone system/mobile phones

EDUCATION

York University
Bachelor of Arts Degree
Information Technology
April 2020

Seneca College
Diploma with Honours
General Business
April 2016

RELEVANT PROJECTS

Java GUI Calculator

- Designed a graphical user interface calculator solely using Java code
- The calculator was a 4-function that displayed a text area showing current and previous calculations
- Two buttons to clear the text area; "Clear Last" and "Clear All"

Input a Phrase Webpage

- A website that was developed using HTML, CSS, JavaScript, and PHP
- User is prompt to input a phrase under specific conditions that are outlined in the page and if conditions are met then the submission would proceed
- The phrase would then be parsed and divided by word placing them in a category depending on what characters were contained in each word

Design a Network

- Designed an organization's internal network providing diagrams, product numbers, pricing, and specifications
- Provided with the number of employees and departments in a given organization, an internal network needed to be designed
- Number of routers and switches, clients, servers, type and length of cabling, and other networking components were put together in a network diagram along with pricing and specs

SKILLS

- Languages – Java, Python, SQL, HTML, CSS, JavaScript, PHP
- Operating Systems – Windows, Mac OS, Linux (Ubuntu)
- Software – Microsoft Office, Apache, SAP, Oracle, Access, MySQL, Visual Studio Code,
- Knowledge in TCP/IP networks, security, system design, and user interfaces
- Fast & accurate typing 70WPM
- Time management & organizational skills
- Strong written & verbal communication