August 30th, 2017

To: Alain Beauparlant

From: Thomas Plouffe

Computer Science Co-op Work Report

My period of employment for the summer of 2017 was with the Department of National Defence. I have had many supervisors during this work placement. When I was working in Gatineau, my supervisor was Michelle Simard. After him I was moved into Ottawa and had three other supervisors: Wendy DeAlmieda, Hugho Lavertu, and Ziyad Zein.

The mission statement of National Defence is providing advice and support to the Minister of National Defence and implementing Government decisions regarding the defence of Canadian interests at home and abroad. What National Defence does is provide safety and aid to Canadians who are in need and to contribute to global stability and peace.

My role in this environment was to troubleshoot client’s software, hardware and network problems to maintain operational readiness. In addition to this any computers, printers, and tablets I would maintain, repair, prepare for use. When preparing computers, I would often have to maintain parts of the domain for the computers. I would deal with clients a lot, I would often train them to use new software and computers including how to connect to the domain from home.

Within the environment, the most common setup that would be encountered is a standard outdated pc with windows 7 and a monitor or two. When dealing with the newer equipment it would always be a brand new laptop with a docking station. When preforming profile backups, we would often use some scripts to increase the speed of the process.

The skills that I have acquired form my program that aided me with preforming my jobs would be understanding how software works from my knowledge of programming. The new skills that I have acquired is mostly customer service and how to keep the client happy. Always ask for client preference when setting up appointments or personalization of their computers and setups. One of the best tools that have picked up form this experience would be what and how to use a DART (Diagnostic and Recovery Toolset) cd windows.

I was very confident going into this co-op as this is my second work term with national Defence. Thus, I have already had an understanding of their procedures and the technical know-how within their environment. My Thoughts on how I did within this work term is great. I never had issues with completing my assigned work and would keep up with everyone else within the team. My highlight is my manager is wanting to bridge me into the team I was working with so I must have done something right. That is tied with being trusted to service two individual buildings alone without any support from my team. I would be much more prepared for this work term if I had the knowledge of scripting. It would have greatly decreased the amount of time spend in client’s cubicles backing files up when I was alone. I had no issues with my work term but the only thing that would have made it better would be receiving my pay with the proper amounts and on time.

In the end my co-op term was good. I felt very confident in my training and prior work experience to provide me with an adequate toolset for this work term. It also improved my confidence with troubleshooting issues since I was alone for significant amounts of time and my team trusted me with that. I do wish to be bridged in by next summer and have a full time job with National Defence.

**Thomas Plouffe**

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**819-598-3545**

**Canadian Citizen**

**SKILLS**

***Personal Skills***

Team Player: can efficiently work in a team.

Self-Motivated: taking the initiative to do extra.

Independent: able to work separate from a group.

Problem Solver: capable to solve difficult problems.

Dedicated: will follow plans through until the end.

***Technical Skills***

Programming: Java, C#, JavaScript

Web Programming: HTML5, CSS3, JQuery, Responsive Web Design, PHP, Node.js, XML, AJAX, ASP.NET

SQL: Oracle SQL, PL/SQL

Operating Systems: Ubuntu Linux, OSX, Windows 10, Windows 8, Windows 7, Windows XP

Troubleshooting: Hardware, Software, Networks

Applications: Dreamweaver, Eclipse, Microsoft Office Suite, Oracle SQL Developer/Data Modeler, WebStorm, PHPStorm, Visual Studio 2015, Assyst

**EXPERIENCE**

Summer of 2015 and Summer of 2017,

**CO-OP Technical Support**

**Canadian Department of National Defence, Ottawa ON/Gatineau QC**

* Troubleshoot hardware, software, and network issues.
* Repair and maintain computers, printers, and scanners.
* Trained clients in how to use new software and computers.
* Maintained a domain of computers for a network.

2013-2014,

**Facilities Volunteer**

**Central Gatineau Arena, Low QC**

* Assisted in maintaining the ice surface.
* Cleaned locker rooms, swept floors and collected any lost items to be placed in the central repository.
* Provided teams with refreshments.

2013-2014,

**Volunteer**

**St. Michael’s High School, Low QC**

* Participated in school upkeep projects such as locker cleaning and painting
* Aided in numerous local community center and school events

**EDUCATION**

Diploma of Collegial Studies in Computer Science 2014-2018 (Expected)

CEGEP Heritage College, Gatineau (Hull) QC

High School Diploma (2014)

St. Michael’s High School, Low QC

**PERSONAL DEVELOPMENT AND ACHIEVEMENTS**

Defenceman in Ligue de Hockey Préparatoire Scolaire (LHPS) (2011-2012)

* School/sport program at AA level with an emphasis on Academic success and professional hockey training.

Scouts Canada Participant (2003-2008)

* Beaver, Cub, and Scout programs which developed leadership and outdoor skills.

Hockey Canada Participant (2002-2011)

* A strong sense of commitment to team goals and perseverance