

## Skills

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- Debian, Arch Linux, Windows, MacOS, Android, and iOS
- VMWare ESXi, Windows Server 2019
- Java, HTML, BASH Scripting
- DHCP/DNS, VLAN, CLI, CMD, Git
- Diagnostics and Troubleshooting
- Detailed Logging and Documentation
- Professional Etiquette and Communication
- Bilingual

## Employment

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### Silverware POS – Field Service Technician

September 2020 – Present

- Leveraged my hospitality and IT experience to provide professional courtesy as the primary contact with clients
- Setup, troubleshoot, and supported systems running Win XP-10, Android, iOS, Ubiquiti UniFi, HP ProCurve, KDS, QSR, and Epson POS Printers
  - Repaired display, harddrive, memory, and power supply issues on a diverse range of hardware
  - Integrated company software with Moneris, First Data Clovers, and Global Payments payment processing systems
  - Worked with our L2 help desk to remotely assist clients using UltraVNC, WinVNC, and LogMeln
  - Installed and managed 2008, 2014, and 2016 SQL servers
  - Imaged systems using Macrium Reflect
- Staged and installed in tandem with client IT departments to integrate our systems with existing site networking
- Clients ranging from small single system restaurants to large 100+ system large scale hotels
- Field service coverage up to a 300km radius
- Configured laptops and desktops for internal employees
- Maintained meticulous records and documentation of all work performed

### SunTel Technologies – Help Desk Level 1 Technician

January 2020– July 2020

- Well versed with ConnectWise Manage, Automate, and Control to create, triage, log, and resolve service tickets
- Served as primary point of contact for 100+ local businesses
- Diagnosed, troubleshoot, and maintained workstation and server hardware running Windows XP-10, Server 2019, and VMWare ESXi 7.0
  - Migrated and upgraded accounts from Windows XP-8 to 10 while on-boarding new clients
  - Managed Active Directory for user accounts and Exchange mail server
  - Implemented Network Attached Storage (NAS) solutions for customers for business continuity

### Rally Restaurant and Bar – Bartender / Server

July 2019 – December 2019

- Managed a 50 seat, 15 table section in a high volume, high pressure environment
- Managed guest expectations by working with management to create solutions that fit each situation

## Projects / Experience

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### Homelab – doc.nnserver.ca

Ongoing

*An ongoing project for personal development with 400+ pages of documentation on processes and procedures*

- Dell R710 hosting 20 primarily Debian Linux based virtualized machines on VMWare ESXi
  - pfSense Firewall with multiple VLAN's segmenting servers, users, and guests with HP ProCurve L3 managed switch
  - Web services include a portfolio page written in HTML and CSS, BookStack wiki for documentation, and NextCloud file hosting
  - All public web services are routed through a Reverse Proxy on a DMZ VLAN
  - Setup OpenVPN and WireGuard VPN's with encryption keys used to remotely access the internal network
  - Grafana server used to graph and monitor all servers and VM's
- unRAID file server with NFS, CIFS, SMB, and SFTP shares
- ghettoVCB backups ESXi VM's, rSync is scripted using bash to backup individual files from VM and automated with cronjobs
- Veeam backups Windows based computers and essential files are remotely backed up with WireGuard

### York University – ITSA Club, Technician

Sept 2018 – July 2019

- Organized schedules for remote technical support meetings with RDP/LogMeln/TeamViewer
- Troubleshoot software/hardware issues on Windows, Mac OS, Android, and iOS devices
- Planned lessons for peers on Java, HTML, A+ certification, and Microsoft Office suite usage

## Education

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### York University – Studied Information Technology

2015 – 2019