PATRICK TADIE

IT Technician

CONTACT

📞 647-571-4366

✉ jpatricktadie@gmail.com

📍 Gatineau, QC, J8Z 2Y7

EDUCATION

Bachelor degree in Computing Technology

University of Ottawa

2016 - 2023

Bachelor degree in Electrical Engineering

University of Ottawa

2016 - 2023

SKILLS

Highly organized with efficient time management skills

Excellent knowledge of Windows and macOS operating systems

Excellent communication skills in French and English, both verbal and written

Detail-oriented with a focus on accuracy in work delivery

Proficiency in Microsoft PowerShell Scripting and Microsoft Office

PROFESSIONAL PROFILE

Detail-oriented IT Technician with strong experience in troubleshooting hardware, software, and network issues across diverse environments. Adept at providing timely technical support, maintaining system performance, and ensuring high levels of user satisfaction. Skilled in diagnosing complex problems, deploying solutions, and communicating effectively with both technical and non-technical users. Passionate about continuous learning and improving IT operations through automation and best practices.

WORK HISTORY

Nokia Internship

Nokia

2020 - 2020

- Created and managed a cloud environment on Openstack platform
- Learned Kubernetes and Docker on cloud environment, on linux basedsystem
- Tested software component and reported any unusual behaviour
- Created Gitlab project to collaborate with my team
- Wrote documentation about software specifications and how to use it
- Wrote monthly report as a feedback of my advancement to the manager

User Support Technician

CPOS Inc

2023 - present

- Handled phone call conversation with customers
- Managed tickets through Freshdesk
- Assisted customers on setting up and troubleshooting devices
- Collaborated with third party service provider to provide further assistance to the customers

Proficiency in the use of Google Workspace

Excellent understanding of computer networking

Highly responsive to end-user needs with exceptional customer service

- Updated database with customer informations
- Analyzed and identifyied the root causes of technical issues reported by users
- Collaborated with vendors for hardware repair or replacement
- Participated on weekly meetings