PAUL GRECO

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✉ contact@paulgreco.ca

WORK EXPERIENCE

University of Waterloo   *September 2013 – August 2019*

Client Support Specialist
- Modified user, group, and computer objects using Active Directory
- Created Microsoft Exchange accounts using PowerShell, unlocked Office 365 accounts using the O365 Admin Panel, and assisted users with day-to-day Office 365 troubleshooting
- Provisioned, renewed, and unlocked identities in SailPoint IIQ
- Developed knowledge base documentation and training courses for campus rollout of Office 365, held monthly Q&A pop-up booths, and offered department-specific info days for various groups on campus
- Revised the University's Outlook course for the 2016 version of the software, created knowledge base documentation, and held monthly training sessions for members of the campus community (25-30 users/ class)

Technical Support Specialist
- Leveraged Python to create a metrics tracking system that allowed service desk staff to record traffic volume based on several categories
- Provided front line support to students living in residence, diagnosed networking issues in dorm rooms, and offered desktop troubleshooting to users at the service desk
- Re-imaged laptops with Windows and macOS, ran virus removal tools, and resolved software issues on phones, computers, and other tech products

Institute for Clinical Evaluative Sciences (ICES)   *April 2016 – August 2016*

Information Security Assistant (Co-op)
- Configured network-monitoring software (HP ArcSight) to automatically produce vulnerability reports each morning, saving hours of manual labour per day
- Audited existing security policies, revised them using the updated Information and Privacy Commissioner of Ontario (IPC) guidelines, and presented the results to the Chief Privacy Officer
- Participated in weekly Change Advisory Board meetings, provided concerns with proposed changes, and relayed approved changes to management

CERTIFICATIONS

- Microsoft Certified Solutions Associate (MCSA) Windows Server 2016
- Cisco Certified Network Associate (CCNA) Routing and Switching
- Cisco Certified Entry Networking Technician (CCENT)

EDUCATION

Georgian College   *September 2018 – January 2019*

Computer Systems Technician – Networking
- Relevant Courses: Networking Essentials, Windows System Administration, Linux System Administration, Math for the Computer Industry

University of Waterloo   *September 2013 – June 2017*

Geography and Environmental Management
- Degree Awarded: Bachelor of Environmental Studies (BES)
- Relevant Courses: Professional Responsibility in Computing, Spatial Databases, Advanced Geographic Information Systems, Computer Science 1 & 2, Critical Reflection and Report Writing