PAUL GRECO

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paulgreco.ca

CERTIFICATIONS

Cisco Certified Entry Networking Technician (CCENT)
Valid February 2019 – February 2022

EDUCATION

Computer Systems Technician - Networking   **Georgian College**
September 2018 – January 2019   *Barrie, ON*

- Relevant Courses: Routing and Switching, Windows System/ Server Administration, Computer Virtualization, Python Programming

Geography and Environmental Management   **University of Waterloo**
September 2013 – June 2017   *Waterloo, ON*

Degree Awarded: Bachelor of Environmental Studies (BES)

- Successfully completed four co-op work terms.
- Relevant Courses: Professional Responsibility in Computing, Spatial Databases, Computer Science 1 & 2, Critical Reflection and Report Writing

RELEVANT WORK EXPERIENCE

Client Support Specialist   **University of Waterloo**
August 2017 – September 2018   *Waterloo, ON*

- Mentored junior members working at the service desk, provided Tier 2 support for escalations, and offered training on a day-to-day basis.
- Appointed as the primary point of contact for tech issues, acting as a liaison between the campus service desks and the central computing authority on campus.
- Issues were varied and encompassed desktop troubleshooting, computer networking, identity management, and email.
- Responsible for providing training and documentation for Office 365, acted as a product-expert, and resolved issues related to the software.
- Updated the University's Outlook course for the 2016 version of the software, created documentation, and held monthly training sessions for members of the campus community.

Field Technician   **Bell Technical Solutions**
February 2017 – August 2017   *Collingwood, ON*

- Installed Bell home phone, internet, and TV for new customers, and diagnosed issues with existing lines.
- Pre-wired apartment buildings with fiber-optic cabling and individually completed multiple floors per day.

- Worked at or above 100% efficiency in day-to-day tasks, without sacrificing customer experience.

Student Computing Consultant   **University of Waterloo**
September 2013 – February 2017   *Waterloo, ON*

- Developed a metrics tracking system to log all tickets and inquiries received at the service desk, allowing management to keep accurate data to justify budget spending.
- Provided Tier 1 support to students living in residence, diagnosed networking issues in dorm rooms, and provided desktop support 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.

Information Security Assistant (Co-op)   **Institute for Clinical Evaluative Sciences (ICES)**
April 2016 – August 2016   *Toronto, ON*

- Configured network monitoring software (HP ArcSight) to automatically produce vulnerability reports each morning, requiring less than 30 minutes to review and report any abnormal activity, instead of hours.
- Volunteered to audit existing security policies, ensuring that the guidelines set forth by the Information and Privacy Commissioner of Ontario (IPC) were met.
- Performed gap analysis on existing policies, revised using the updated IPC guidelines, and presented the results to the Chief Privacy Officer.
- Represented the security team at weekly Change Advisory Board meetings, provided insight on proposed changes, and relayed approved changes to management.

VOLUNTEER WORK

Faculty of Environment Ambassador/ Orientation Leader   **University of Waterloo**
August 2014 – December 2015   *Waterloo, ON*

- Attended the Ontario Universities' fair, representing the Geography and Environmental Management program.
- Answered questions from prospective students and their parents, providing a glimpse into life at the University of Waterloo.
- Led small groups on campus-wide tours and offered one-on-one days for incoming students.
- Responsible for creating a welcoming and inclusive environment for incoming first-year students, aiding in their transition from high-school to post-secondary education.
- Mentored a small group of students throughout the first few weeks of class, answered questions, gave directions, and provided support when needed.