Kyle Walker

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# profile

* Fast and eager learner, looking to expand knowledge, experience, and meet new people
* 4+ years of tech and customer service experience
* Looking for an entry into the IT field, I am currently studying for my CCNA Networking certification as well as my A+ and Network+ certification with systems administration and security as my end-goal

# Experience

Cloud5 Communications St. Johns, NB (remote)

*Hotel and Travel Associate Jun 2020 – May 2023*

* Booking hotel visits multi-nationally
* Statistic oriented, based on number of bookings, number of calls, etc.
* Team-centered, fast-paced
* Top employee for 5 months consecutively

Scotiabank Halifax, NS

Day to Day Banking and Revolving Credit Specialist Dec 2018 – Jun 2019

* Processing bill payments, balance transfers, monetary account transfers
* Troubleshooting payment issues with credit cards and lines of credit
* Optimizing bank accounts and credit card types to suit customer needs
* Explaining and clarifying bills and fees

Concentrix Dartmouth, NS

Customer Service Representative (Bell Aliant) 2015-2018

* Managing and optimizing customer accounts and packages
* Billing, issuing orders for new installations and move orders for home services such as telephone, television and internet

*Technical Support Agent (Apple)*

* Tier 1 End-User Technical Support for Apple specific products

Petro Canada Dartmouth, NS

Cashier 2013-2015

* Processing point of sale transactions, stocking shelves, upselling membership cards

# Education

Cole Harbour District High School – *Graduating Class of 2013* Dartmouth, NS

**Nova Scotia Community College –** *Graduating Class of 2025 Halifax, NS*

***IT Systems Management and Security***

*Courses include:*

Professional Practices – Common trends in professionalism in the IT sector

Data Fundamentals – The basics of Access and Oracle SQL databases

Intro to Networking and Security – Fundamentals for network engineering

Intro to NOS Administration – Familiarity with network operating systems like Windows Server, heavy use of Active Directory

Network Infrastructure – Switching technologies and router operations for small-medium business networks

Intro to Cloud Computing & Virtualization – Managing server virtualization with systems such as ESXi

Logic and Programming – Programming course centered around PowerShell scripting and how to implement in a SysAdmin role

Network Services using Linux – Developed a familiarity with the Linux operating system, built various VMs to complete a small functional network.

Website Development – an introduction to website development, creating and understanding HTML as a markup language

Helpdesk & Customer Support: - Familiarity with ticketing systems and troubleshooting.

Advanced Security Analysis: - Cybersecurity course, focus on defending and recognizing attack vectors, pen-testing and security practices.

IT Project Quality Assurance: - Developed and maintained a team-oriented project complete with goals, timelines and roles.

Enterprise Management and Automation: Built and configured MECM and SQL server on physical hardware in NSCC’s data center. Configured automatic application installation and updates across devices on the network.

Capstone Project: Final course project where my team chose to build a Kubernetes cluster for NSCC to use. Became familiar with Docker and containerization.