

# Youssef Rizk

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## Education

### Computer Programmer Diploma Program

April 2020

*Algonquin College, Ottawa ON - Dean's Honours List GPA 3.95 / 4.00*

### Microsoft Certified Professional (MCP)

December 2006

## Professional Skills and Assessments

### CRA Assessments:

- Writing Skills in English - Level 2
- Service Excellence - Level 2
- Teamwork and Cooperation - Level 2
- Adaptability - Level 2

### Soft Skills:

- Solution oriented and hardworking professional, capable to work under pressure in busy and challenging environment.
- Open to suggestions and being a team player by nature with positive attitude toward co-workers and team members, supervisors, and third parties.
- Highly adaptable and eager to learn with willingness to embrace new processes.
- Use of effective time management skills to schedule and complete all tasks to deadlines.
- Languages: Fluent in English and Arabic.

### Programming Languages:

Python - Java - OOP - Android - CMD Command scripting - PowerShell  
 HTML - CSS - JavaScript - PHP - Database - SQL - DBMS

## CRA Technical Courses

- |  |               |
|--|---------------|
| ○ GCdocs Foundational Training   | December 2022 |
| ○ WS Technical Essentials  | October 2022  |
| ○ <a href="#">Azure Fundamentals</a>                                     | October 2022  |
| ○ Automating Administration with PowerShell                              | March 2022    |
| ○ Lean White Belt  | November 2021 |
| ○ MS Office365 Admin & Troubleshooting                                   | December 2020 |
| ○ Introduction to Enterprise Desktop and Device Management (EDDM) course | January 2020  |

## Achievements and Awards

### "Thank You" Certificate

September 2020

*Canada Revenue Agency CRA*

### Top 10 employees award in Canada

January 2018

*National Money Mart, Ottawa, ON*

## Related Work Experience

### Senior IT Infrastructure Support Analyst

June 2020 – Present

*Canada Revenue Agency CRA, Ottawa, ON*

Base Application Engineering & Support team - CCTM - ITB branch

- Engineered, designed and performed Proof Of Concept (PoC), as well as coordinated with multiple teams in order to certify the new releases of the base platform applications, such as:
  - Oracle Java Runtime Environment (JRE) (from April 2023 to May 2023)
  - Cisco WebEx Applications (from April 2021 to April 2023)
  - Titus Classification Suite (from June 2020 to April 2021)
- Provided 3<sup>rd</sup> and 4<sup>th</sup> level support for the base applications and add-ons
- Accomplished a variety of deadline-driven projects, such as:
  - Cisco WebEx Applications clean up installations for CRA (April 2023 – May 2023)
  - Cisco WebEx Engineering transition to another resource (April 2023)
  - Cisco WebEx Applications Sunset for CRA (April 2022)
  - Titus Classification Suite transition of the functional and technical ownership from CCTM to Security division (Feb 2021– April 2021)
- Prepared detailed technical documentations as well as workflow procedure documents for many deliverables, such as:
  - Cisco WebEx Applications monthly release engineering workflow procedure
  - Oracle Java Runtime Environment (JRE) engineering documentations
  - Cisco WebEx Applications CRA Installations issue
  - Titus Classification Suite transition plan
  - Titus Classification Suite training materials
  - Process to implement new redirects from Chrome to IE
  - Log4j filtering work details
  - Procedure document for updating the Patch Deployment Dashboard
- Programmed multiple scripts using CMD command language, in addition to PowerShell, in order to serve several purposes and needs for Base Application team work
- Showed the initiative in taking new responsibilities and handling big projects

### IT Analyst (Co-op Student)

June 2019 – May 2020

*Canada Revenue Agency CRA, Ottawa, ON*

Software Technology Acquisition Management (STAM) team - CCTM - ITB branch

- Analyzed the data integrity of the software acquisitions and licensing tracking databases.
- Repaired all discrepancies within the databases and maintained their compliance.
- Handled different kind of software requests' tickets, checked and updated the licenses, and pushed the software to the end users' workstations.
- Participated in a variety of projects that included the communication with software functional owners, technical owners, team leaders, section managers and directors. Example projects:
  - Conducting the "Clean Up Reports" that contained all the old and uncertified software titles that are installed in the agency network.
  - Moving tiles from a retiring web platform to a new unified platform for all the agency branches; reported to the Assistant Commissioner & CIO of ITB branch.
  - Identifying and categorizing all major services provided by ITB branch in order to be represented inside ITB main infozone page, and creating a professional strategic plan with the work breakdown Gantt Chart for the project.

### Customer Service Representative

2016 – 2018

*National Money Mart, Ottawa, ON*

## References

Available upon request