

# 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

Canada Revenue Agency CRA

September 2020

### Top 10 employees award in Canada

National Money Mart, Ottawa, ON

January 2018

## 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 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 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 maintain being compliance.
- Provided support to the Help Desk and Deskside Support teams for software licensing.
- Dealt with all kind of software requests tickets, checking the correspondent's licenses, updating licensing database and push the software to the user's workstation or transfer the ticket the Local Deskside Support to install the software.
- Conducted "Clean Up Reports" of all the old and uncertified software titles that are installed in the Agency network, communicating with all functional owners to remove the uncertified versions from the workstations.
- Moved all the tiles and web pages from one retiring web platform to a new unified web platform for all the agency; dealing with different team leaders, section managers, divisions directors and directorates, while my outcomes was being reported to the Assistant Commissioner & CIO of the ITB branch.
- Identified and categorized all major services provided by ITB branch in order to be represented inside ITB main intranet page, and made a professional Strategic Plan with work breakdown Gantt Chart for the project

### Customer Service Representative

2016 – 2018

National Money Mart, Ottawa, ON