

Samantha McKenzie

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Summary

IT support professional with a strong background in troubleshooting, system administration, and customer service. Proven ability to resolve complex technical issues and deliver effective solutions while working collaboratively in team settings. Consistently meets project goals through a reliable and flexible approach, adapting seamlessly to evolving challenges.

Work History

Computer Specialist, 09/2024 - 01/2025; 09/2022 - 12/2022; 01/2022 - 04/2022

Canada Revenue Agency - Windsor & Kitchener, Ontario

- Collaborated fellow IT colleagues to share knowledge, discuss troubleshooting strategies, and develop best practices.
- Provided exceptional technical support by promptly resolving complex issues for internal staff.
- Met project deadlines consistently through effective task prioritization and maintaining high-quality work standards.
- Configured and maintained hardware, devices, and software to set-up employee workstations.
- Responded to support requests from internal staff, guiding individuals step-by-step through troubleshooting tasks.
- Conducted troubleshooting steps on sensors, RFID, and other equipment, ensuring smooth operation at border crossings.
- Developed small-scale scripts as workaround solutions when standard methods were insufficient.

Service Desk, 09/2024 - 12/2024; 01/2023 - 04/2023; 05/2021 - 12/2021

University of Windsor - Windsor, Ontario

- Managed ticketing system effectively, prioritizing tasks based on urgency and impact on business operations.
 - Enhanced customer satisfaction by promptly addressing and resolving service desk issues.
 - Collaborated with team members to maintain consistency in service delivery and support quality.
 - Assisted users remotely or in-person to diagnose and resolve hardware, software, or network-related issues efficiently.
 - Responded to customer inquiries and provided technical assistance.
 - Researched and identified solutions to technical problems.
 - Set-up projectors and microphones for use in video conferencing rooms and lecture halls.
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Education

BSC Honours: Computer Science with minor in mathematics, 2024

University of Windsor - Windsor, Ontario

Skills

- User credential management
- Ticket support system management
- Installation and maintenance
- Testing and debugging
- C, CSS, JavaScript, Java, Python, SQL
- Angular framework, and Bootstrap for website design

Certifications

- Learning Microsoft SQL Server
- Agile Foundations
- DevOps Foundations
- Software Architecture Foundations
- Learning GitHub

Projects

- **Galaxy Classification** | Python and Google Colab to create working AI
- **MadBatter Website** | Angular framework to create responsive frontend
- **Pong** | JavaScript to create interactive game