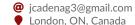
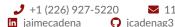
JAIME A. CADENA

IT Support Specialist, SysAdmin and Network Architect









EXPERIENCE

Apple Technical Support Advisor Apple Inc.

- **Sept.** 2020 January 2021
- Remote London, ON
- Service desk level support, troubleshooting issues on Apple devices such as iPhone, iPad and Apple Watch.
- Log cases in Apple's service desk software, create repair orders for hardware issues, adhering to Apple's Privacy Policy.
- Access database of articles to determine underlying cause of issues for both hardware and software.
- Provide customer with any solutions relevant to the issues faced.
- Maintain high performance expectations through Apple's KPI system.
- Weekly sessions with Quality Assurance department, revising previous calls to improve overall customer service skills.
- Maintain compliance with updated guidelines, and revise new knowledge base articles.
- Complete training upon release of new Apple software or products.

Personal Shopper/Customer Service Rep.

- **July 2018 January 2020**
- London, ON
- Pick customer orders and match order sheet from handheld picking device.
- Inform customers of any substitutions or missing items, load items into vehicle upon customer arrival.
- Maintain inventory updated in department computer, update handheld devices to reflect current order inventory.
- Constant communication with store managers, relaying any issues or concerns from customers.
- Provide customer service to in-store customers during picking sessions.

Customer Service Representative

Pizza Hut

- **October 2015 July 2018**
- London, ON
- Take phone and in-store orders, maintain store clean.
- Make customer orders, communicate order status with team members.
- Maintain inventory system, stock and prep store for following day.
- Note low inventory, relay to manager to place weekly food order
- Occasionally deliver customer orders during peak hours.

KNOWLEDGE AND SKILLS

Networking

- Hardware and Configuration
- Routing, Switching, Troubleshooting
- Protocols (VTP, DTP, STP, LAG, HSRP, OSPF)
- VoIP Services Configuration and Management (CME, CUCM)
- Edge Security (NAT, Security Policies, ACLs)
- Palo Alto Firewall Management (VPN, LDAP integration)

Systems Administration

- Windows Server, Windows 10
- Active Directory
- DNS, DHCP, Print Management
- Group Policy, Delegation
- Virtualization (VMWare, Hyper-V)
- Disaster Planning and Recovery
- Datacentre Infrastructure

EDUCATION

Information Security Management Fanshawe College

May 2022 - Ongoing

Ontario College Graduate Certificate

Computer Systems Technician Fanshawe College

iii January 2021 - April 2022

Ontario College Diploma

Criminology

University of Western Ontario

September 2017 - September 2019

Ontario Secondary School Diploma Saint Andre Bessette Secondary School

Sept 2013 - June 2017