JAIME A. CADENA

IT Support Specialist, SysAdmin and Network Architect

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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.
Loblaw's

📅 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

📅 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