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## **Jaime A. Cadena**

### **IT Support Specialist, SysAdmin, Network Technician**

#### Work Experience

##### **Tech Support Advisor – Apple Inc. (Sept. 2020 – Jan. 2021) (London, ON – Remote)**

- Service desk level support, troubleshooting issues on Apple devices such as iPhone, iPad, Apple Watch.
- Log cases in Apple's proprietary 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.
- Maintain compliance with updated guidelines, revise new articles in database.
- Complete training upon release of new Apple products or software.

##### **Personal Shopper/Customer Service – Loblaw's (Jul. 2018 – Jan. 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 customer concerns.
- Provide customer service to in-store customers during picking sessions.

##### **Customer Service Rep. – Pizza Hut (Oct. 2015 – Jul. 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 items, relay to store manager for weekly food order.
- Occasionally deliver customer orders during peak hours.

## Knowledge and Skills

### **Networking**

- Hardware and Configurations
- 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
- Microsoft/Office 365 Suite (Word, PowerPoint, Excel, Visio)
- DNS, DHCP, Print Management
- Group Policy, Delegations
- Virtualization (VMWare, Hyper-V)
- Disaster Planning and Recovery
- Datacentre Infrastructure

## Education

### **Information Security Management (Part-Time) – Fanshawe College (May 2022 – Ongoing)**

- Ontario College Graduate Certificate

### **Computer Systems Technician – Fanshawe College (Jan. 2021 – April 2022)**

- Ontario College Diploma

### **Criminology – University of Western Ontario (Sept. 2017 – Sept 2019)**

### **Ontario Secondary School Diploma – Saint Andre Bessette Catholic Secondary School (Sept. 2013 – June 2017)**

- Graduated with Honour Roll Standing