

Tristan Douville

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SPECIALIZED COMPETENCIES

Programming and Web Development

- + Programming experience with C, C++, Java, Python, SQL
- + Experience in web development using HTML, JavaScript, PHP

Technical Proficiencies

- + Competent in the Adobe CreativeCloud and Microsoft Office suites
- + Identity and ticket management with RequestTracker, SailPoint IdentityIQ
- + Capable with Android, iOS, macOS, Ubuntu, and Windows operating systems
- + Administration experience with Blackboard Transact, Cascade CMS, Caterease
- + Windows Server experience, including Active Directory, Exchange, PowerShell, SCCM
- + Hardware troubleshooting with Dell workstations, Moneris PEDs, NCR terminals/printers

Project Management Experience

- + Managing hardware refresh projects using PMI methodology
- + Experience writing project charters, project plants, change requests, etc.

Writing and Editing Skills

- + Developing and outlining white papers for various topics
- + Creating, editing, and revising request for proposals and proposals
- + Proofreading documents to be clear, complete, concise, and correct
- + Drafting media kits and news releases, customizing profiles and biopics

PROFESSIONAL COMPETENICES

Leadership & Teamwork

- + Organizing tasks and responsibilities
- + Managing a staff of 10-12 for various events
- + Ensuring safety and efficiency of work space
- + Adapting duties to account for unforeseen conflicts
- + Assisting and training new staff with consistency and respect

Communication & Organization

- + Effective and concise correspondence via email
- + Prioritizes time management and critical thinking
- + Demonstrating regard for others' thoughts and ideas
- + Using communication tools such as WebEx, Slack, Skype for Business

RELEVANT WORK EXPERIENCE

Computer Help Desk Consultant [Co-op]

May 2017 – Present

University Systems, Victoria, BC

- + Maintenance and setup of computing facilities
- + Network, software, desktop, and mobile device support
- + Providing direct IT support for students, faculty, and staff

Desktop Support Services Analyst [Co-op]

May 2018 – December 2018

University Systems, Victoria, BC

- + Administration of proprietary and third-party software
- + Keeping accurate and up to date technical documentation
- + Refreshing desktop hardware and providing regular maintenance
- + Providing direct IT support for operational and academic departments
- + Participating in projects, providing one-on-one and small group training sessions

CARSA Concession Manager

April 2016 – May 2017

Vikes Recreation, Victoria, BC

- + Providing customer service and community engagement
- + Organizing events and 10-12 staff with the event coordinators

RELEVANT EDUCATION

BSc, Computer Science & Professional Communication

Sept 2014 – Present

University of Victoria, Victoria, BC

Inbound Marketing Certification

October 2017

HubSpot Academy, Online

Dogwood Diploma with Honours

Sept 2010 – June 2014

Ballenas Secondary School, Parksville, BC

REFERENCES

David Street

Manager, Desktop Support Services, Academic and Admin Services

dstreet@uvic.ca

250-853-3191

Dave Bakken

Supervisor, Computer Help Desk, University Systems

dbakken@uvic.ca

250-721-4838

FURTHER REFERENCES AVAILABLE UPON REQUEST