# 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 plans, 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** [dstreet@uvic.ca](mailto:dstreet@uvic.ca)

Manager, Desktop Support Services, Academic and Admin Services 250-853-3191

**Dave Bakken** [dbakken@uvic.ca](mailto:dbakken@uvic.ca)

Supervisor, Computer Help Desk, University Systems 250-721-4838

FURTHER REFERENCES AVAILABLE UPON REQUEST