

# Charles McLean | CPTS

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## Work Experience

### Cégep de Saint-Hyacinthe | IT Tech Support *2024-Present*

- IT Technical support offered by students for students and teachers on premise at the school
- Management of tickets
- Hardware diagnosis and repairs
- Software debugging, help or tutoring
- General assistance with teacher and student projects.

### NovaPC | Founder *2021-2024*

- Creating custom computers according to specific client needs
- Design and implementation of complete web solutions, including frontend and backend development
- Entrepreneurial leadership in creating and growing the company since its founding

### Bidon Taverne Culinaire | Server *October 2023 - July 2024, Saint-Lambert*

- High-quality customer service in an upscale culinary environment

### Cycle et Sports Castonguay | Bike Mechanic *April 2021 - June 2022, April 2023 - July 2024, Saint-Lambert*

- Excellence in technical diagnosis and bike repair while maintaining clear communication with customers
- Sales optimization through in-depth product knowledge and exemplary customer service
- Consistent demonstration of professionalism and maintenance of a welcoming atmosphere

## Education

### CPTS | Certified Penetration Testing Specialist *June 2023 - May 2024, Online*

- Advanced pentesting certification obtained through HackTheBox
- Skills validation through successful completion of final exam on May 29, 2024

### Cégep de Saint-Hyacinthe | DEC Computer Technology: Networks and Cybersecurity *2023 - Present, Saint-Hyacinthe*

- Exceptional academic performance with an overall average of 85%

### Champlain College Saint-Lambert | Computer Science Technology *2022 - 2023, Saint-Lambert*

### Collège Notre-Dame-de-Lourdes | IB Enriched High School Diploma *2017 - 2022, Saint-Lambert*