Brad Berezowski

Moose Jaw, SK
Phone (306) 581-8103 • bradsberezowski@gmail.com
Portfolio: https://wiffwam.github.io/Brad-Portfolio/

COMPUTER PROGRAMMER

ABOUT ME

Dedicated and recent BIS graduate who graduated with great distinctions, 95% GPA, and has hands-on experience working in a computer programming environment. I am seeking to be part of SaasyCloud and contribute towards achieving the company's values and goals

PROFILE HIGHLIGHTS

- Seven plus years of IT experience;
- CompTIA A+ Certification – 220-901/220-902;
- Platforms: Windows, Unix/Linux;
- Language: ASP.NET, C#, JSON, Java, JavaScript, jQuery, SQL, PL/SQL and HTML 5 & .CSS
- Ticketing System: TFS, Jira, Zendesk
- IDEs: Microsoft Visual Studio 2015 & 2017, NetBeans, Android Studio, Microsoft SQL, Server Management Studio 17
- Process: Agile, Version Control (GIT, TFS)
- Understanding of Technologies: Entity FrameWork 5 & 6, ASP.net MVC
- Database: Data Normalization, Oracle 12, MS SQL Server

VOLUNTEER WORK

Role: Facilitator

Saskatchewan Polytechnic, Central Collegiate Gaming 90 class Day Camp, Programming hosted by the Business Information Systems Department.

PROFESSIONAL EXPERIENCE

SGI   **2018**
Systems Trainee
Co-Operative Term

Notable Achievements:
- Consistently ranked in the top three for support
- Was selected, due to my work performance, to job shadow a database administrator

IQmetrix	**2009-2017**
Technical Operations	**2011-2017**
Quality Assurance	**2013-2013**
Support Relations	**2009-2011**

Notable Achievements:
- Reduced ticket handle times for the department by implementing new ticket flows and employee training
- Created and implemented a severity/ranking system for our ticket flows

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EDUCATION

Business Information Systems Diploma, with great distinctions   June 2019 • Saskatchewan Polytechnic, Moose Jaw SK
Bachelor of Arts, Degree in International Studies with a certificate in Japanese   2006 • University of Regina, Regina SK

JOB ROLES

Addressed Future and Current Planning of Work Flow
- Created and acted upon team Metrics and Reports (Zendesk)
- Worked with the lead to adjust how the tickets were handled
- Created and maintained standardization of how incidents were created and sent
- Worked in an Agile work environment

Employee Training
- Developed and updated knowledge-based information
- Created exams and provided sample situations for training
- Provided training sessions to teams or individually

Assisted with client's issues
- Addressed client's problems by remote services, emails, phone calls, onsite and internal tickets
- Set up virtual machines to address computer specific issues
- Troubleshot drivers for varies point of sale hardware devices
- Troubleshot hardware and replaced if needed
- Added and Removed privileges from Active Directory

Quality Assurance
- Tested and Verified issues
- Tested features in future releases
- Exposed to Postman and CodedUI

Interacting with Multiple Teams
- Daily, I had to communicate with the Developers, Business Analyst and Support, to address pending issues, future issues, or issues that they were working on

Database Work
- Creation of report queries
- Data Validation
- Pulled data from the Database