

ABOUT ME

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

PROFILE HIGHLIGHTS

- **Seven plus years of IT experience;**
- **Certified CompTIA A+ Certification – 220-901/220-902; Windows Servers 2016 Networking;**
- **Platforms:** Windows, Unix/Linux
- **Languages:** 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, Visual Studio (Code), 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

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:

- Constantly ranked in the top three for support
- Job shadowed a database administrator to learn their job duties

IQmetrix **2009–2017**

Technical Operations	2011–2017
Quality Assurance	2013–2013
Support Relations	2009–2011

Notable achievements:

- Reduced ticket handle times for the department with strategies to train, and retain high quality employees
- Implemented a severity/ranking system for our ticket flows

BRAD BEREZOWSKI

IT SPECIALIST

CGI

2007–2009

Network Administrator in Training
Support Relations

2009–2009

2007–2009

Jobs of Note

CUETS – LAN Administrator and Support Specialist

Melfort Credit Union - LAN Administrator and Hardware Support Specialist

EDUCATION

Business Information Systems Diploma
Bachelor of Arts with Certificate in Japanese
Computer Information Systems Diploma

June 2019 • Saskatchewan Polytechnic, Moose Jaw
2006 • University of Regina, Regina, SK
SIAST Palliser Campus, Moose Jaw

JOB ROLES

Computer Environment

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 maintained 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 issues by remote services, emails, phone calls, onsite and internal tickets
- Set up virtual machines to address computer specific issues
- Troubleshooted drivers for various point of sale hardware devices
- Troubleshooted 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

References

Excellent References available on Request