

Worlanyo Akpatsa
251 Jarvis Street
Toronto, ON, M5B 0C3
worlanyo.akpatsa@georgebrown.ca
(437)-908-2861

OBJECTIVE:

To bring my hands-on experience with Microsoft 365, cloud infrastructure, and virtualization to the IT Specialist – IT Infrastructure Service & Delivery role at CAMH, contributing to the reliable delivery of critical systems that support the organization's mission in mental health care.

HIGHLIGHTS OF QUALIFICATIONS:

- Hands-on experience supporting Microsoft 365 environments, including administration of Exchange Online, SharePoint, Teams, and OneDrive
- Proven ability to troubleshoot issues, prioritize tasks, and remain composed under pressure in fast-paced, team-oriented settings
- Adept at learning new tools and technologies quickly, with a commitment to continuous improvement and professional growth.
- Strong communication and interpersonal skills developed through customer-facing roles in retail and call center environments.
- Practical knowledge of virtualization platforms (e.g., Hyper-V), cloud infrastructure, and data lifecycle management principles.
- Certified in Microsoft MS-900, demonstrating foundational expertise in Microsoft 365 services, administration, and cloud concepts.

TECHNICAL SKILLS:

- Proficient in Microsoft 365 tenant configuration and management
- Strong working knowledge of Azure Active Directory, Intune, and Microsoft Security & Compliance tools, including data encryption, conditional access, and threat monitoring
- Exposure to programming languages including Python, JavaScript, and basic C# for scripting and automation support
- Experience managing identity and access control, MFA, and device compliance through Microsoft Endpoint Manager
- Familiar with PowerShell scripting and working with JSON files for automation, configuration, and data integration tasks

EDUCATION:

- **George Brown College** - Cloud Computing Technologies (January 2025 - Present)
 - Completed a hands-on project simulating the implementation and management of a Microsoft 365 environment for a mid-sized company, including user account setup, security configuration, data encryption, and system monitoring.
- **University of Toronto** - Honours Bachelor of Arts in Information Technology (September 2018 - August 2022)
- **Tema International School** - International Baccalaureate Diploma (August 2016 - May 2018)

CERTIFICATIONS

- Ms-900

PROFESSIONAL EXPERIENCE:

Dog Walking (August 2024 - Present)

- Managed daily pet care routines for multiple clients, ensuring timely walks, feeding, and grooming according to individual pet needs
- Maintained trust and reliability by responsibly handling home access using client-provided keys and adhering to specific entry protocols
- Demonstrated strong time management by coordinating multiple appointments across different locations each day
- Ensured cleanliness by safely disposing of pet waste and cleaning up after walks, maintaining sanitary and respectful neighbourhood practices
- Provided basic grooming services including paw cleaning and coat wiping after walks to keep pets clean and comfortable
- Monitored pet behaviour and health, promptly communicating concerns or irregularities to owners

Tier 1 Support Assistance Wing Tel (February 2023 - December 2023)

- Troubleshoot technical and account-related concerns, guiding customers through step-by-step solutions and escalating complex cases when necessary
- Documented all customer interactions and resolutions accurately in CRM systems for consistent follow-up and service quality tracking
- Collaborated with cross-functional teams to resolve customer issues and improve overall service delivery
- Managed a high volume of support tickets while maintaining quality service metrics such as response time, resolution time, and customer satisfaction
- Followed communication procedures, guidelines, and policies to maintain consistency in customer interactions
- Responded promptly to customer inquiries via phone, email, and chat, ensuring efficient resolution of issues while maintaining a positive and empathetic tone

Retail Associate Guess Square One (May 2019 - August 2019)

- Delivered exceptional customer service by greeting shoppers, answering product questions, and providing personalized recommendations to enhance the shopping experience
- Processed sales transactions accurately and efficiently using POS systems, while handling cash, credit, and returns with attention to store policies
- Maintained organized and visually appealing merchandise displays to align with store branding and promotional strategies
- Monitored inventory levels and restocked shelves proactively to ensure product availability and maximize sales opportunities
- Educated customers on promotions, loyalty programs, and product features to drive engagement and repeat business
- Followed safety, security, and loss prevention procedures to support a safe and secure retail environment