

Youssef Rizk

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Soft Skills and Assessments

Soft Skills:

- Collaboration and Teamwork:
 - Working effectively with cross-functional teams, including other IT professionals, analysts, and management
 - Supporting a cooperative and inclusive work environment
- Initiative and Accountability:
 - Taking ownership of tasks and seeing them through to completion
 - Demonstrating reliability and a strong sense of responsibility
- Leadership:
 - Mentoring junior staff and providing them with the required onboard training
 - Providing comprehensive training for different teams, an example is the Titus Classification Suite transitional training
 - Influencing decisions and contributing to strategic planning
- Problem-Solving and Analytical Thinking:
 - Diagnosing and resolving complex IT issues
 - Thinking critically and strategically to improve systems and processes
- Adaptability and Flexibility:
 - Adjusting to changing priorities, technologies, and project requirements
 - Embracing continuous learning and innovation
- Communication Skills:
 - Clearly conveying technical information to non-technical stakeholders
 - Writing reports, documentation, and emails with clarity and professionalism
 - Participating and hosting meetings with senior management
- Client Service Orientation:
 - Understanding and responding to the needs of the end users
 - Providing timely and effective IT support and solutions

CRA Assessments:

- Writing Skills in English - Level 2
- Service Excellence - Level 2
- Teamwork and Cooperation - Level 2
- Adaptability - Level 2

Education

[Computer Programmer Diploma Program](#)

April 2020

Algonquin College, Ottawa ON - Dean's Honours List GPA 3.95 / 4.00

Programming Languages:

Python - CMD Command scripting – PowerShell - HTML/CSS – JavaScript - Java

[Microsoft Certified Professional \(MCP\)](#)

December 2006

CRA Technical Courses

- | | |
|---|---------------|
| ○ Wireshark Essential Training | December 2023 |
| ○ Azure Fundamentals | October 2022 |
| ○ Automating Administration with PowerShell | March 2022 |
| ○ MS Office365 Admin & Troubleshooting | December 2020 |
| ○ Introduction to Enterprise Desktop and Device Management (BigFix Web Reports) | January 2020 |

Related Work Experience

Senior IT Infrastructure Support Analyst

June 2020 – Present

Canada Revenue Agency CRA, NCR - Ottawa, ON

Platform Application Engineering and Support (PAES) formerly “Base Apps” - CCTM - ITB branch

- Technical Expert of the “**Oracle Java Mandatory Sunset Project**”
 - Project goal:
Mitigating the potential \$5 million financial penalty by replacing Oracle product with OpenJDK Eclipse Temurin JRE in all agency desktop devices before May 30, 2025
 - Project period:
October 2024 - June 2025
 - Project scope:
More than 80,000 devices in both agencies (CRA and CBSA) for both DCE and CTP environments.
 - The risk:
The Oracle Java contract with the Government of Canada will not be renewed as advised by the Treasury Board Secretariat (TBS), therefore, the agency had a risk of a potential \$5 million financial penalty of using Oracle Java licenses without a contract
 - Main challenges and how I overcame them:
 - **Very tight timeline with high risk:** Carefully planned and prioritized with robust risk management to make things complete in timely manner
 - **Accurately perform the clean-up through the national deployment:** Finely tuned the Eclipse Temurin JRE package and the BigFix relevances of the national deployment to perform the intended behaviour and clean-up all Oracle java products and serve all use cases
 - **Some software are covered by an alternate licensing agreement:** Collaboratively coordinated with other teams to find the licensing implications and the right clean-up criteria for the Oracle products (An example is Oracle WebLogic Server)
 - **Some software do not work with the OpenJDK Eclipse Temurin JRE:** Efficiently arranged with multiple teams to apply the alternative solutions provided by the vendor (An example is Oracle Web Start)
 - **Maintaining high-level communication with senior management:** Provided timely updates on project status and key performance indicators. Leveraged BigFix Web Reports and worked closely with different teams such as PPMO and DDMCoE to generate precise, customized deployment reports, ensuring data accuracy and actionable insights for decision-makers. Participated in weekly status-update meetings with high-level stakeholders, including Director Generals (DGs), agency directors and senior managers to deliver comprehensive progress reports and address strategic concerns

- Engineered, designed conducted deployment (PoC) and coordinated with packaging and deployment teams to perform the national deployment of new upgrades and releases of the base platform applications, such as:
 - Eclipse Temurin JRE (Bi-annually, from October 2024 to Present)
 - Microsoft .NET Desktop Runtime (Bi-annually, from June 2023 to March 2024)
 - Oracle Java Runtime Environment (JRE) (Bi-annually, from April 2023 to Sept. 2024)
 - Cisco WebEx Applications (Monthly from April 2021 to April 2023)
 - Titus Classification Suite (Bi-annually, from June 2020 to April 2021)
- Engineered variety of deadline-driven special projects such as:
 - Cisco WebEx Sunset for CBSA (July 2025)
 - Cisco WebEx Sunset for CRA (April 2022)
 - Titus Classification Suite transition of the functional and technical ownership from CCTM to Security division (Feb 2021– April 2021)
- Prepared detailed national deployment dashboards, technical documentations as well as workflow procedure documents for many deliverables, such as:
 - Engineering documentations for all projects I handled
 - Titus Classification Suite training materials and transition plan
 - Process to implement new redirects from Chrome to IE
 - Log4j filtering work detailed documentation
 - Procedure document for updating the Patch Deployment Dashboard
- Provided 3rd and 4th level IT support for the base applications and add-ons
- Programmed multiple scripts using CMD command language, in addition to PowerShell, in order to serve several purposes and needs for Base Application team work
- Showed the initiative in taking new responsibilities and handling big projects

IT Analyst (Co-op Student)

June 2019 – May 2020

Canada Revenue Agency CRA, NCR - Ottawa, ON

Software Technology Acquisition Management (STAM) team - CCTM - ITB branch

- Analyzed the data integrity of the software acquisitions and licensing tracking databases.
- Repaired all discrepancies within the databases and maintained their compliance.
- Handled different kind of software requests tickets, checked and updated the licenses, and pushed the software to the end users' workstations.
- Participated in a variety of projects that included the communication with software functional owners, technical owners, team leaders, section managers and directors. Example projects:
 - Conducting the "Clean Up Reports" that contained all the old uncertified software titles.
 - Moving tiles from a retiring web platform to a new unified platform for all the agency branches; reported to the Assistant Commissioner & CIO of ITB branch.
 - Identifying and categorizing all major ITB services in order to be represented in the infozone page.

Awards

"Thank You" Certificate

September 2020

Canada Revenue Agency CRA

References

Available upon request