ZACH SLAUNWHITE

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RELEVANT EXPERIENCE

Hatch, Halifax, Nova Scotia
Service Desk – Co-op
January 2020 – Present
- Successfully providing support to resolve technical issues
- Assisted with creation and maintenance of internal Visual Basic Templates

Department of Justice Canada, Halifax, Nova Scotia
Systems Support Analyst – FSWEP Student
June 2019 – August 2019
- Providing database support, evidence management, and software support for litigation teams
- Gaining extensive knowledge in MS Excel using advanced formulas and creating scripts in Visual Basic

Government of Nova Scotia, Halifax, Nova Scotia
Desktop Support Analyst – Practicum
April 2019 – June 2019
- Successfully providing support to resolve technical issues
- Providing full-service telephone support
- Gaining valuable experience working in a team environment to troubleshoot issues through triaging client calls for efficient service, developing critical thinking skills and creative solutions

Blue Ocean Contact Centers, 7051 Bayers Road
Splunk Customer Support
February 2018 – April 2019
- Successfully providing customer support to resolve technical issues relating to Splunk software
- Gaining valuable experience working in a team environment to troubleshoot issues through triaging client calls for efficient service, developing critical thinking skills and creative solutions
- Providing full-service e-mail and telephone support

EDUCATION

Nova Scotia Community College, Halifax, Nova Scotia
IT – Systems Management and Security (87% average)
September 2018 – May 2020
> Program focus includes the design, implementation and management of the core technologies that support Information Communication Technology (ICT) and network infrastructure. These include: UNIX/Linux and Windows network operating systems; Local Area Network (LAN) and Wide Area Network (WAN); security implementations to protect data and users and Systems Analysis and Design (SAD). Also gained knowledge of network communications concepts, including IT Standards and Methodologies such as Information Technology Infrastructure Library

Halifax West High School, Halifax, Nova Scotia - *Diploma*
September 2011 - June 2014

TECHNICAL SKILLS

Splunk: Power User Certification, Advanced Searching & Reporting, Advanced Dashboards & Visualizations, Troubleshooting, Enterprise Security
Change Management: Proficient in incident and change management tracking and reporting
MS Office Suite: Advanced Word, Outlook, Excel and PowerPoint
Zendesk, SharePoint, Ringtail: Advanced
Confluence, Visual Basic: Intermediate/Advanced
Java, C#, Python: Intermediate
JIRA, MariaDB, VMWare: Beginner/Intermediate
C++, Jabber, HTML: Beginner

OTHER SKILLS

- Efficient team player with the ability to work well independently
- Excellent interpersonal, time management and strongly developed written and verbal communication skills
- Passionate about applying technical skills to a dynamic business environment
- Strong analytical skills, with the ability to think critically

VOLUNTEER ACTIVITIES

Enactus, 2014-2017
Team player on various projects, providing a positive impact in our community

SMU Orientation Leader, 2015
Assisted new incoming students in a positive and welcoming environment

HRM Youth Police, 2010
Participated in leadership activities while practicing discipline

References available upon reques