
Technical Experience & Expertise

Languages: English & Spanish

- Windows & Mac Server Administration
- Network Design, Installation and Configuration (Meraki & Ubiquiti)
- Google Cloud Platform & AWS Cloud Management
- Asset Management Implementation
- Apple School Manager
- User Desktop Virtualization
- G Suite Management
- Device deployment/provisioning (Chromebooks, iPads, Macbooks)
- LDAP & AD user management
- Database Administration
- Apple Global Service Exchange (GSX)

Technical/Professional Proficiencies

Operating Systems: Mac OS, Linux, Windows (XP - 10), Windows Server (2008 - 2012), OSX/MacOS Server

Platforms: G Suite, Office 365, Snipe-IT (Asset Management), Microsoft Exchange, VMware, VirtualBox, Slack, Okta, Zoom, Lastpass

- Google Suite Administrator
- Device Management (Chromebook's, iPad's, MacBook's)
- Customer service mentality
- Microsoft Office & Google Apps (Slides, Doc, etc.)
- Front Development (HTML, CSS, JS)
- Database Management (MySQL, SQL)
- Excellent Communication Skills
- Device deployment and Management (Chromebooks, iPads, Macbooks)
- Multitasking & Time Management
- Organization
- Back-end Development (Python, PHP)
- Virtualization (vSphere)

Professional Experience

Montcrest School (Dec. 2016 - Present)

Support Specialist

Managed support channel for desktops/laptops/tablets, along with local and cloud-based applications, printers, printers across 3 campuses with over 600 connected devices. Created partnerships with vendors in order to obtain better solutions for the school. Interacted on a daily basis with end users with day to day.

Achievements:

- Successfully rolled out ticketing and knowledge base portal
- Deployed Mobile Device Manager for both laptops (Chromebook's/ MacBook's) and iPads
- Designed, deployed and managed school network across 3 campuses (7 Buildings)
- Implementation of an efficient asset tracking system (Snipe-IT Asset Manager)
- Maintained accurate inventory tracking (Snipe-IT)
- Standardized backups and replications to keep data redundant to keep to new data security measures I implemented

Skills used/learned:

- Research new technologies for the school, information systems, hardware upgrades, software, and evaluation of research outcomes making appropriate recommendations
- Generated reports on completed tickets to see persistent issues that can be assessed
- Liaise with external contractors, vendors, and suppliers on software and hardware updates
- Provided hands-on support with end users along
- Implemented security measures ignorer to safeguard important mission-critical data
- Schedule and coordinate end user devices upgrades and repairs
- Kept records of all deployed assets along with logging issues with assets
- Replication of active local servers into Google Cloud Platform and backups to AWS Glacier

JGM (May 2014 - Present)

Webmaster

Collaborated with co-workers in order to provide the best solution for clients striving to provide the best solutions for keeping customer satisfaction as our main priority. Assisted in the design and deployment of front-end development for clients, changing content on an ad-hoc basis. Treating

clients like there were part of our team I implemented slack with the clients to have an open channel of communications to better fit their needs

Skills used/learned

- Created and managed content (Wordpress, Bootstrap, Bolt)
- Deployment of cloud servers to manage websites both back and front ends
- management of backups of cloud and on-site servers (mysqldump, Rsync)
- Took the initiative to learn new web strategies to better serve clients needs
- Managed cloud virtual instances housing clients content (backups, web content, etc.) keeping to clients data residency policies.
- Strong knowledge of Adobe Creative Software (Dreamweaver, Photoshop, Illustrator)
- Strong knowledge of Web development languages and technologies (HTML, CSS, JS)
- Linux OS management and deployment along with GCP & AWS migrations and deployments
- Used analytic's to improve clients ratings

EGH Consultants (Feb. 2015 - Feb. 2016)

Consultant

My main goal at EGH Consultants was to provide suggestions for new technologies implementation for potential client solutions. Focusing on researching I was able to pivot clients to have better efficiency with technology, presenting the outcomes of research to management in an understandable manner.

Skills used/learned

- Participated in the designing of databases with database management system keeping to database design best practices.
- Assisted in the design and user testing of the multiple database user interfaces
- Tested solutions before they were implemented.
- Took the initiative to hear clients concerns and provide support in an appropriate manner escalating to management when needed.

Earth Rangers (May 2012 - Sept. 2014)

Junior Technologist

Being part of the team at Earth Rangers I was able to assist in the deployment of a new VoIP system. Along with the new telephony system I partook of deployment of new complete enterprise Cisco system which included networking hardware and security gateways. I took the lead in designing and maintaining the design departments environment focusing on complete apple system in order to increase productivity, collaboration, and efficiency between that department.

Skills used/learned

- Administered macOS (OS X) Servers and mobile devices by means of package managers (Munki, Casper suite)
- Provided support to the design department 100% MacOS systems
- Generated complete employee seating map with critical asset and technology information
- Responded to tickets/requests in a timely manner tracking my interactions and possible technologies concerns
- Took part of providing ongoing support for Windows 7 and Microsoft server products
- Handled on and off boarding of new and past employees
- Helped in virtualizing end-users devices to implement greener technologies (thin clients)
- Deployed organization wide thin clients to reduce carbon footprint

ERC Showcase (May 2011- Dec 2011)

Building Science Intern

ERC Showcase empowered me to develop building automation and management skills. As part of the team, I was tasked to write and execute queries on automation databases, and write programs for

automation controllers. Along with programming came coordinating with IT Staff network address allocation and documentation.

Skills used/learned

- Kept to security protocols and policies along with confidentiality with future projects and partnerships
- Reviewed invoices to verify consistency, meeting with vendors on an ongoing basis
- collaborated with facilities team to brainstorm and execute improvements in the office's work environment in order to enable employees to work more efficiently
- Wrote a program that enabled automation controllers to use heating and cooling systems more efficiently

Tory's LLP (April 2010- Dec 2011)

IT Technician

At Tory's, I interacted with employees regarding their hardware and software needs. I persevered to provide the best support and implementation experiences with end-users.

Skills used/learned

- Scheduling and coordinating employee upgrades
- Kept to legal decommissioning protocols for end-users computers
- Provided one-on-one support to familiarize end-users with hardware/software upgrades
- Phase out old hardware and implement new state of the art technology

Education

York University (2010-2015)

B.A - Major in Information Technology (Information & Society Stream)

Areas of concentration: Systems Design, UI/UX Design, E-business & E- Commerce, Cryptography

Blackbaud University (2017-2018)

- Blackbaud Certified Professional
- **Areas of concentration:** Raiser's Edge, Database Management, Crystal Reports, Data Analysis

Extracurricular Experience

University of Toronto Dept. of Medicine (2015 - Present)

- Used UI/UX Design skills to create a web based interactive map
- Utilized JS Libraries that would enable the map to follow efficient UI/UX experience standards

Certifications

- Google Cloud Architect (in progress)	-	- GSuite Administrator (GSA)	2017
- Apple Service Fundamentals	2018	- Google Certified Educator Level 1	2017
- Apple Certified iOS Technician	2017	- Raisers Edge Certification	2017
- Apple Certified Mac Technician	2017	- iTech Technician	2016
- Apple Teacher	2017	- A+ Certification	2014