

## PROFILE

Network and Systems Administrator with over 7 years' experience in a higher education environment. Expertise working with multi-platforms in a highly demanding workplace with an eye on emerging technologies. Excel in managing effective teams of IT professionals providing technical support to faculty, staff and graduate students.

## TECHNICAL EXPERTISE

- Work closely with senior administrators, faculty, researchers, technical staff and the University community to facilitate and ensure optimal access to IT resources and services; develop tactical and strategic relationships with other higher education institutions.
- Successfully introduced and launched emerging technologies to enhance the productivity of operating systems.
- Expertise with a broad range of server infrastructures and software deployment systems.
- Project management methodology and implementation (Certificate in Project Management).
- Presented at Techknowfile Conference "ITSCContent Management Systems" (2013).

Software & Hardware skills include:

Graphic & Interface Design  
Web Design & Video  
Editing  
Illustrations  
Wireframes  
SEO

HTML & CSS  
JavaScript & PHP  
MS Office  
Mac OS & Windows  
Backup Management  
Recovery & Reporting

MS Exchange Server  
Cisco Routers & Switches  
DHCP Client Server  
Linux Shell Scripting  
Remote Tech Support  
LAN/WAN Design

## INFORMATION TECHNOLOGY EXPERIENCE

### Systems & Network Administrator

2010 - Present

Office of Space Management, University of Toronto

Technical Support:

- Lead the project to develop, install, and maintain computers for new e-classroom teaching stations according to sophisticated authentication protocol for all smart classrooms on the St. George campus.
- Configure classroom network switches and implement a system of inventory of all classroom switches as part of dealing with multiple stakeholders and IT departments across the St. George campus leading to a more streamlined system.
- Enhance the Internet protocols and establish system documentation to ensure consistency amongst users.
- Utilize leading-edge technologies to design network programs and build web-based user applications.

Client Support:

- Hire, train and schedule help desk staff to provide timely technical support to over 50,000 multi-faceted users.
- Troubleshoot all aspects of classroom technology, network connectivity, operating network system errors for faculty, researchers, senior administrators as well as students on a 24/7 schedule.
- Provide exceptional client service via phone, in-person and by email to users locally and remotely.

**Information Technology Support Specialist**

**2007 - 2010**

Rotman School of Management, Information Technology Services, University of Toronto

- Oversaw all aspects of desktop support including classroom technology, network, resource connectivity, hardware and operating systems in a complex networked facility.
- Provided exceptional technical services to over 1200 users, including undergraduate, graduate and executive program students, researchers and prominent faculty.
- Maintained the mainframe and servers, providing secure access to confidential student and human resource records.
- Ensured clients were well served and provided exceptional troubleshooting and problem solving services, on-site and via remote access.
- Trained new IT front-line desk staff on new operating systems and procedures, and trained work-study students.
- Managed multiple demands, providing technical support while resourcing new and emerging technologies to meet the overall goals of the IT Services helpdesk.

**Web Application Programmer, Help Desk (Term)**

**2006-2007**

Office of Student Life, University of Toronto

- Designed, implemented and tested web applications and IT systems which ensured web accessibility according to University standards.
- Demonstrated expertise in designing mobile web applications, flash development, within a complex Microsoft and Linux environment.
- Trained student life professionals on updating webpages using content management system.

**Web developer (Co-op)**

**2005-2006**

Ultima Virtual Products, Guelph

- Web Developer for a start-up company that designed video products for the pharmaceutical and biomedical industries.
- Wrote programming codes and installed and tested programs to optimize web content production.
- Maintained operating systems and advised Vice President on emerging trends in Web Development.

**EDUCATION**

**Bachelor of Science, B.Sc. Computer Science (Co-op)**

2006

University of Waterloo, Waterloo, ON

Specialization: Communication and Computers

**CERTIFICATIONS**

University of Toronto, School of Continuing Studies

**Certificate in Project Management**

2012

Microsoft Certificate of Achievement:

2007-2011

**SMS-Systems Management Server 2.0 & Exchange Server 2003**

**Security for Microsoft Networks**

Xintra Computer College, Toronto, ON

**Certified Webmaster of Science (CWS)**

2005