

EDUCATION

Seneca Polytechnic

Sep 2022 – Sep 2025

Ontario College Advanced Diploma: **Computer Systems Technology**

Toronto, ON

- GPA: 3.7/4.0

TECHNICAL SKILLS

Operating Systems: Windows; Linux (RHEL, Debian); macOS

MDM: Intune; JAMF

Cloud Platforms: Azure; AWS; Digital Ocean; Linode

Identity Management: Active Directory; Entra ID

Programming & Scripting: Python; Bash; PowerShell

Networking: Cisco IOS; Cabling; Firewalls; DNS; DHCP

WORK EXPERIENCE

Seneca Polytechnic

Apr 2024 – Jan 2025

Team Lead – Service Desk Technician Intern

Toronto, ON

- Responded to helpdesk calls, emails, and walk-ins, resolving hardware and software issues for students and faculty.
- Resolved 700+ support tickets using Salesforce, ensuring timely technical issue resolution to reduce ticket backlogs.
- Delivered MFA resets, password resets, and printing support to maintain reliable access to learning resources and student services.
- Prepared and reimaged school workstations and laptops, restoring functionality for borrowing and usage.
- Contributed to an internal knowledge base by documenting solutions and troubleshooting steps of software and hardware.
- Mentored new co-op students, providing guidance on technical procedures and best practices.

Loblaw Companies Limited

Jun 2020 – Present

Produce Clerk | Dec 2023 – Present

Toronto, ON

- Assisted customers with selecting produce and answered customer inquiries to support a positive shopping experience.
- Stocked shelves, rotated, and organized product for quality and presentation to increase sales.
- Maintained the freshness of produce by removing spoiled or damaged products for presentation.
- Ensured timely completion of sweep and temperature logs, to maintain safety compliance and product freshness.

Team Lead – Order Picker | Jun 2020 – Dec 2023

- Managed 6 employees at a micro fulfillment warehouse, overseeing grocery order picking operations and the fulfillment of 300+ online customer grocery orders daily.
- Accurately picked and prepared customer orders in a fast-paced environment to consistently meet tight deadlines.
- Loaded outgoing shipments to other stores and unloaded incoming shipments of products, ensuring they are done on schedule.
- Conducted repairs and troubleshooting on an order, storage and retrieval system to address issues ensuring functionality.

PROJECTS

Linux and Windows Server Deployment

- Deployed and configured Linux virtual machines to host Web, DNS, email, VPN, MariaDB servers.
- Automated administrative processes such as configuring network interfaces, backing up virtual machines, files, and monitoring of system resources using Python, Ansible, and Puppet.
- Configured Group Policies and Server Roles such as Active Directory, DNS, DHCP, and Web Server IIS.
- Implemented backup scripts written in Python and PowerShell and managed distributed storage using GlusterFS.

Azure Cloud Management

- Managed Azure Entra ID, including Conditional Access, IAM and RBAC provisioning to enhance identity and access security.
- Deployed and configured Azure services such as Azure virtual desktop and published applications using MSIX packages.
- Optimized web service performance by implementing Azure Front Door and Azure Load Balancer.

CERTIFICATIONS, SKILLS & INTERESTS

Certifications: AZ-900

Skills: Technical Support; Troubleshooting; Documentation; Hardware; Software; Automation; Cloud/Server Administration

Interests: Technology Trends; Weightlifting; Video Games; Camping; Reading; Skating; TV shows