



**HIGHLIGHTS OF QUALIFICATIONS**

- One year of experience as a Co-op student supporting IT departments in two different companies along with an educational foundation in designing, implementing, maintaining, managing, securing, and troubleshooting data communication systems
- Strong teamwork ability having collaborated with an external consultant and Operations Manager to coordinate staff training as well as the enhancement of technical operations for XYZ Company
- Excellent communication skills evidenced through providing exceptional customer service to hundreds of customers at a local driving range and providing IT support for Somewhere Airport Authority staff
- Cisco Certified Entry Networking Technician (CCENT) Certificate
- Languages: fluent in English and French

**EDUCATION**

Okanagan College, Kelowna, BC Sept. 2017 – Expected Graduation: May 2020  
**Network and Telecommunications Engineering Technology Diploma**

- Key Course Content: Computer Components and Peripherals, Local Area Network (LAN) Management, Scripting for Network System Administrators, Network and Telecommunications I, Routing and Switching I

Salmon Arm Secondary, Salmon Arm, BC June 2017  
**High School Diploma**

**PROFESSIONAL EXPERIENCE**

Somewhere Airport Authority, Somewhere, BC Sept. – Dec. 2018  
**IT Infrastructure Co-op Student (Co-op Position)**

- Helped support the underlying IT infrastructure on which the airport runs, including Compute, storage, network, cable plant, and Radio and Unified communications
- Supported the IT & Operations department by monitoring and following up on support tickets, monitoring server and network environments, patching workstation servers, enabling/disabling user accounts, and supporting new business services to come online

XYZ Company, Vernon, BC Jan. – Aug. 2018  
**Information Technical Intern (Co-op Position)**

- Assisted with the change and enhancement of technical operations and communications including organizing the transformation from physical server to cloud based 365 in collaboration with an external consultant



**PROFESSIONAL EXPERIENCE (continued)**

- Helped ease the transition for employees as a result of technical changes by coordinating staff training with the external consultant and Operations Manager
- Upgraded software onto all computers such as installing Windows and virus protection and ensured that software and hardware integrated for smooth transition and operation by troubleshooting any issues
- Supported with monitoring and resolving other areas of risk such as security and change management

Somewhere Golf, Somewhere, BC

July – Aug. 2017

**Driving Range Attendant**

- Provided exceptional customer service by displaying friendliness at all times, greeting each and every customer, and maintaining the driving range appearance throughout the day
- Helped the Manager by leading opening and closing procedures, maintaining driving range equipment and reporting any equipment problems, and restocking range golf balls
- Received ‘Employee of the Summer’ award for reliability, positivity, and dedication to customers

**VOLUNTEER EXPERIENCE**

Seniors Outreach and Resource Centre

July – Aug. 2017

**Seniors Outreach Volunteer**

- Assisted seniors in the community through weekly visits, computer mentoring, and conducting minor home repairs

**ADDITIONAL CERTIFICATIONS**

St. John Ambulance, Kelowna, BC

July 2017

**CPR B with AED Certificate**

Cisco Systems, San Jose, California

Dec. 2017

**Cisco Certified Entry Networking Technician (CCENT) Certificate**

**INTERESTS**

City of Kelowna Recreational League, Kelowna, BC

Sept. 2017 - Present

**Volleyball**