

Recent graduate of the Computer Systems Technician – Networking Co-op Program at Georgian College, seeking a full-time Service Desk Analyst or IT Support role. Eager to apply technical skills, customer service experience, and hands-on troubleshooting in a fast-paced, healthcare-focused IT environment.

Technical Skills

Operating Systems: Windows 7, Windows 10, Windows 11, Windows Server 2022, Linux,
Platforms: Active Directory, Office 365, Microsoft Office Suite Google Workspace, Microsoft Visio, SharePoint
Networking & Protocols: LAN, WAN, TCP/IP, UDP
Hardware: Desktops, Laptops, Printers (including Ricoh, HP, Canon), Mobile Devices, Motherboards, RAM, CPUs, Various Cisco Networking Equipment
Other: General Computer Repair, System Imaging, Ticketing Systems

EXPERIENCE

Service Desk Analyst (Co-Op) September 2024 – December 2024
Royal Victoria Regional Health Centre, Barrie, ON

- Provided technical support for staff via walk-ups and phone, including Microsoft Authenticator resets and iPhone setup
- Imaged and deployed new desktop and laptop systems with Windows 10
- Logged incidents in the ticketing system and escalated when appropriate
- Assisted in organizing and storing incoming hardware deliveries
- Participated in daily team huddles to review priorities and assign tasks
- Resolved common IT issues in clinical areas (“running” support)

EDUCATION

Computer Systems Technician – Networking Co-op Program
Georgian College, Barrie, ON 2025
Relevant coursework: Operating Systems, Networking, Security

Volunteer Experience

Tech Team

Westside Evangelical Lutheran Church, Barrie ON 2020 - Present

- Troubleshoot and manage weekly AV setup (sound, PowerPoint, Zoom)
- Maintain and refurbish technical equipment; recommend hardware purchases
- Coordinate team meetings and weekly service schedules
- Provide live tech support during services

Scouter

Scouts Canada – Barrie Phoenix Group, Barrie ON 2019- Present

- Plan and lead weekly activities for youth (ages 5-17)
- Organize joint activities and overnight camping trips.
- Develop group engagement strategies using youth input
- Collaborate with fellow Scouters to ensure safe and fun experiences

Key Competencies & Strengths

- **Technical Troubleshooting:** Strong ability to diagnose and resolve desktop, mobile, printer, and AV system issues
- **Customer Service:** Calm and professional communicator, experienced in working with diverse users and clinical staff
- **Hardware Support:** Hands-on experience with imaging, setting up workstations, installing printers, and replacing hardware components

- **Documentation:** Clear, thorough note-taking and ticketing; familiar with knowledge base entry creation
- **Team Collaboration:** Reliable and proactive in team-based environments; experienced with vendor and internal coordination
- **Adaptability:** Quick learner with a passion for continuous improvement and staying current with technology