

# **Andy James**

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## **OBJECTIVE**

Computer Systems Technician student applying to the Desktop and System Support Technician position in Linamar Corp

## **HIGHLIGHTS**

- Assessed and processed requests for downtime compensation
- Configured and serviced Windows 10 and 11 for VoIP and remote desktop purposes
- Communicated necessary actions between vendors and internal contacts to ensure that technical issues were addressed in an efficient manner
- Configured and maintained network hardware (including routers and switches)
- Guided and informed guests in a museum setting to effectively communicate information and foster positive engagement
- COMPTIA A+ in progress (Core 1 completed)

## **EDUCATION**

**Computer Systems Technician** **09/2022-04/2024**

**George Brown College, Toronto, Ontario**

- Maintained Windows 10 and Server 2016 in a test environment for user creation and administration
- Prepared network configurations with CISCO network devices for reliable connectivity
- Configured and maintained network hardware (including routers and switches)
- Assembled and disassembled desktop PCs to practice repairs and upgrades

**Bachelor of Science** **09/2017-05/2020**

**University Of Toronto, Toronto, Ontario**

- Double majors in Psychology and Sexual Diversity Studies
- Communicated complex ideas through speech and writing to ensure efficient and easy comprehension by intended audience

**Business Technology Management Program** **09/2015-04/2017**

**Toronto Metropolitan University, Toronto, Ontario**

- Compiled data in relational database diagrams for business to ensure clear communication of structure
- Designed databases through SQL to ensure clear and consistent access to information
- Prepared Excel spreadsheets for accounting purposes

## **WORK HISTORY**

**FLOOR SUPPORT** **04/2022-present**

**Fundraising Direct | Montreal, Quebec**

- Configured and assisted Windows 10 and 11 for VoIP and remote desktop applications for consistent performance
- Solved network and desktop issues remotely to limit downtime for callers

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**WORK HISTORY - FLOOR SUPPORT (CONT.)**

- Managed CRM records through the applications CCDS and Luminate for smooth customer interactions
- Briefed team on changes to IT procedures to reduce confusion and non-billable hours
- Communicated necessary actions between vendors and internal contacts to ensure that technical issues were addressed in an efficient manner
- Maintained communications with agents and management to ensure all parties were aware of relevant technical issues, necessary changes in workflows, and next steps to address the issues
- Evaluated employee requests for schedule adjustments due to technical issues to ensure employees were fairly compensated

**FUNDRAISER** **12/2020-present**  
**Fundraising Direct | Montreal, Quebec**

- Modified existing scripts to suit individual supporters while noting overall trends to improve supporter experience
- Researched into clients' published material to better address supporter concerns
- Addressed questions of fellow fundraisers when possible to free up valuable time for coaches and campaign managers

**FIELD WORKER** **05/2020-11/2020**  
**Last House Vineyard | Prince Edward County, Ontario**

- Maintained over four acres of vineyard to ensure a high quality end product
- Balanced time between saving damaged crops and tending to healthy crops to ensure optimal yield
- Worked independently to specific deadlines so the supervisor was free for more relevant tasks
- Assessed and reported important changes in the vines to ensure any issues were addressed quickly

**MUSEUM ASSISTANT** **09/2013-08/2016, 05/2019-08/2019**  
**Corporation Of The County Of Prince Edward | Prince Edward County, Ontario**

- Corrected and transferred records in Microsoft Access to PastPerfect collection management for greater ease of access
- Established positive relationships with guests to promote an engaging experience
- Corresponded with out-of-house talent to arrange events that would not be possible with just in-house staff
- Researched and studied history of tour locations so that existing scripts could be improved
- Guided groups of up to 30 people on tours through secure location to ensure safety for both guests and privileged documents