PETER PARKER

613-727-4723 | peterparker@algonquinlive.com | linkedin.com/in/peterparker

PROFILE

Analytical and self-motivated Computer Systems Technician – Networking student with effective problem-solving and troubleshooting skills to support IT infrastructure. Ability to set up, configure, and maintain computer hardware, operating systems, networking technologies and security and task automation. Customer service background with well-developed communication skills to provide timely solutions to customer technical issues.

SUMMARY OF QUALIFICATIONS

- **Operating Systems:** Windows 7/8/10, Windows Server 2016/2019, Linux CentOS7, Cisco IOS.
- **Software Tools:** Windows Active Directory, VMWare Workstation Pro 15/16, Net Lab, Microsoft Office (Outlook, SharePoint, Azure, Teams, OneDrive).
- **Networking Protocols:** DNS, DHCP, FTP, SMTP
- **Problem-solving**: Troubleshoots software, hardware and firmware on laptops, desktops, and mobile devices.
- **Analytical Thinking**: Assesses, investigates, and mitigates security and networking issues.
- **Communication:** Communicates complex technical information in verb and written form to customers and employees at all levels of the organization.
- **Teamwork:** Collaborates effectively with multiple departments and team members to complete tasks and meet project objectives.
- **Organization**: Utilizes time management strategies and technologies to handle multiple ticketing system inquiries and IT related issues.

EDUCATION

Computer Systems Technician – Networking Diploma   Sept. 2023 – Present
Algonquin College, Ottawa, ON

Previous Degree or Diploma   Date Graduated
College or University, Location

ACADEMIC PROJECTS

Networking Fundamentals   Oct. 2023 – Nov. 2023
Algonquin College, Ottawa, ON
- Designed a small network by researching, installing, configuring, and maintaining routers, switches, and end devices.
- Verified network connectivity using common troubleshooting tools including ping and traceroute.
- Documented all completed work including configuration settings, researched solutions, and setup testing.

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Windows Desktop Support   Sept. 2023 – Oct. 2023
Algonquin College, Ottawa, ON
- Installed and configured Windows desktop operating system, managing resources and processes by troubleshooting common errors.
- Implemented a backup strategy using backup and recovery tools.
- Secured the MS Windows system with antivirus and firewall software.
- Automated routines tasks using command line interface (CLI) and command-line utilities; created, modified, and tested scripts.

WORK EXPERIENCE

Mobile Sales Associate   Feb. 2023 – Present
Best Buy, Ottawa, ON
- Listens actively to customers to understand and recommend products to meet their needs, providing advice based off strong technology and product knowledge.
- Enthusiastically welcomes and interacts with customers to build trusting relationships while increasing brand loyalty and meeting sales targets.
- Collaborates effectively with 10 team members to serve a high volume of customers.
- Applies troubleshooting techniques to resolve minor technical problems for mobile users.

Store Team Member   Aug. 2021 – Jan. 2023
Loblaws, Ottawa, ON
- Demonstrated resourcefulness when resolving customer questions and complaints to provide excellent customer service.
- Ensured accurate product scanning to identify inventory needs and assist with ordering.
- Kept department areas neat to ensure health and safety standards.
- Quickly learned new skills to meet service demands in a fast-paced environment.

CERTIFICATIONS & TRAINING

Cisco Certified Network Associate (CCNA)   Sept. 2023 – Present
Algonquin College, Ottawa, ON

CompTIA A+ Certification   Sept. 2023 – Present
Algonquin College, Ottawa, ON

Microsoft Technology Associate (MTA)   Sept. 2023 – Present
Algonquin College, Ottawa, ON