Tim Andrew
A+, Network+, Linux+

Cell/SMS -	1-902-818-4606
Home -	Halifax, Nova Scotia

Portfolio -	www.TimAndrew.ca
E-mail -	Tim@TimAndrew.ca

PROFILE

A reliable and trustworthy Information Technology Professional, with secret clearance and extensive computer, hardware, software, and network experience – A strong team-player with a keen eye for detail.

OBJECTIVE

"I'm seeking a rewarding career in the Information Technology sector, to further expand my IT skills through analyzing and developing software solutions, databases, and creating interactive experiences for users."

RELEVANT SKILLS

- Object oriented programming in C++, C#, PowerShell, Python, and Java.
- Web developing with HTML, CSS, JavaScript, JSON, Angular, AJAX, PHP, ASP.NET MVC5, Java EE, and JSP.
- Managing databases with SQL, using Oracle, SQLite, JDBC, and MySQL.
- Proficient with Windows, Linux, and Mac operating systems, along with Bash, PowerShell, and scripting.
- Building, upgrading, securing, and maintaining desktops, laptops, mobile devices, and networks.
- Providing remote assistance and guidance to resolve hardware, software, and network issues or conflicts.
- Dedicated learner, with a proven track record of troubleshooting and resolving problems.

PROFESSIONAL DEVELOPMENT

Programming Diploma	- Nova Scotia Community College – Institute of Technology	August 2017
SUSE Certified Linux Administrator (CLA)	- SUSE	June 2016
CompTIA Linux+	- Pearson VUE	May 2016
OHS	- Nova Scotia Community College – Institute of Technology	September 2015
WHMIS	- Nova Scotia Community College – Institute of Technology	September 2015
First Aid / CPR-C	- Saint John Ambulance	February 2010
CompTIA Network+	- Pearson VUE	May 2006
CompTIA A+	- Pearson VUE	May 2005

EDUCATION

Nova Scotia Community College - Institute of Technology **Halifax, NS**
Information Technology Programming Diploma **September 2015 – May 2017**
- Windows and Unix administration.
- Hardware and network planning, configuration, troubleshooting, building, and repair.
- Object oriented programming using Python, Java, C++, C#, Android, Windows Forms, XAML, WPF, and UWP.
- Data structure sorting and searching, using linked lists, stacks, queues, and binary trees.
- Web design using HTML5, CSS3, JavaScript, jQuery, AJAX, JSON, XML, Bootstrap, PHP, Laravel, and J2EE.
- Database management in SQL, using Oracle, SQLite, MySQL, and MS Access.
- Data modeling with Entity Relationship Diagrams, DML, DDL, select queries, subqueries, and joins.
- Development process controls, Git, VSTS, unit testing, and build servers.
- SDLC management, using Agile and Scrum for managing risk, project estimation, testing, and delivery.
- Technical communications, along with UML diagrams, test cases, presentations, and documentation.

Achievements
- Successfully completed the 2-year programming concentration with an 89% average through 25 courses.
- Part 1 finalist in the 2015 and 2016 IBM Master the Mainframe Contest.

Saint Mary's University - Continuing Education **Halifax, NS**
Science Math **May 2015 – July 2015**
- Successfully completed.

Sir John A. MacDonald High School **Hubley, NS**
High School Diploma **July 1997**
- Successfully completed.

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WORK HISTORY

IBM
Application Developer/IT Specialist

Bedford, NS
June 2017 - Present

- Developed full stack integrated solutions using C#, PowerShell, NATURAL, T-SQL, Microsoft BI SSRS and SSIS, ASP.NET MVC5, and Entity Framework (EF), with source controlled by Team Foundation Server (TFS).
- Analyzed code from COBOL, JCL, VB, VBA, CSS, and HTML, for bug fixing, conversion, and modernization.
- Worked and negotiated with technical partners to settle on work specifications.
- Devised solution plans with Agile, Waterfall, and Garage methodologies to conceptualize, develop, and test.
- Participated and oversaw PROD and DR deployments from Jenkins, supported QA in UAT and SIT testing.
- Monitored mission-critical IWS, batch, and service errors, using ticketing systems to track and fix incidents.
- Developed secure automation scripts to archive, or facilitate client data transfer using WinSCP and PuTTY.
- Worked securely with millions of client accounts containing classified and sensitive information.
- Created Visio, Word, Excel, and PowerPoint documents for client presentations, management, and projects.
- Worked with vendor API's, including IHS Markit VINtelligence, and Informatica SSA-NAME3.
- Managed Windows System Administration, including Active Directory, services, and resolving issues.
- Worked in IBM z/OS mainframe environment to analyze data and GDG datasets for creating detailed reports.
- Studied and took courses in Java, Powershell, C#, Angular, Agile, Docker, and Linux.

Achievements
- Promoted from junior IBM Band 6 to intermediate IBM Band 7 Software Developer & IT Specialist.
- Saved project over $100,000 by proposing and devising an in-house alternative to an off-the-shelf solution.
- Part of a successful project go-live cut-over in June 2020, including a 6-month warranty period coverage.

UserTesting.com
Usability Tester

Internet
January 2015 - Present

- Tested user interfaces and functionality for web sites, services, and programs.
- Provided quality assurance, reviews, and suggestions on how to improve the user experience.

Achievements
- 5-star feedback rating.

Eastlink
Data Entry

Halifax, NS
June 2012 - October 2014

- Created packages, promotions, and discounts for nation-wide features, products, and services.
- Maintained and audited service frameworks, along with customer, employee, and service area databases.
- Utilized ticketing systems to create, track, assign, and resolve issues.

Direct Sales

February 2011- June 2012

- Set up new customers and built sales packages for direct sales agents.
- Provided sales, support, and account management using telephone and email.

Technical Support

April 2010 - February 2011

- Provided technical support for customers by telephone, email, and live chat.

Achievements
- Learned to program macros in Visual Basic for Applications (VBA) to speed up data entry and retrieval.
- Won achievement awards for excellent customer satisfaction.
- Learned to troubleshoot customer problems quickly, through inquisitive information gathering.

O'Regan's Automotive
Automotive Detailer

Halifax, NS
May 2001 - December 2009

- Provided professional vehicle detail cleaning and restoration for new and used vehicles.
- Sanded, painted, and high-speed polished exterior automotive finishes.
- Applied and inspected vehicle rust-proofing.

Achievements
- Received regular praise from clients for exceeding expectations.

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Royal Bank of Canada   **Halifax, NS**
Data Entry   **September 1998 - October 1998**
- Received, sorted, and processed student loan applications arriving from various bank branches.
- Keyed application data into the computer databases, and filed hard-copies into the data-centre file vault.

Swiss Chalet   **Halifax, NS**
Dish Washer   **May 1995 - July 1998**
- Washed dinnerware and cookware, and ensured kitchen and dining room were supplied.
- Performed janitorial and seasonal maintenance.

Shell   **Hatchet Lake, NS**
Service Attendant   **September 1994 - April 1995**
- Provided gas station duties including pumping gas, cleaning windows, and checking vehicle fluids.
- Handled monetary transactions, tallied sales, conducted station opening and closing duties.

PERSONAL INTERESTS

Biking - Kayaking - Hiking - Reading - Video Games - Technical Things - Videography - Animation - P90X