ITIL- IT Consulting 1 and 2 (Lambton College)

Focus: Network Resilience, Redundancy, & ITIL Process Implementation

A two-part consulting engagement focused on formulating and deploying a highly reliable, secure, and manageable network solution to support corporate business expansion. This project rigorously applied industry best practices, including ITIL frameworks.

- **Impact:** Reduced the Mean Time to Resolution (MTTR) by 50% (from 1 day to 12 hours) by establishing robust system redundancy and managing network changes effectively.

- **Result:** Designed and implemented seamless network upgrades following ITIL principles, ensuring system reliability and high availability.

Harvey's Network & Security Upgrade (Consulting)

Focus: Integrated Physical & Digital Security Implementation

Provided high-caliber IT consulting and security implementation tailored to a client's distinct requirements. The scope included network optimization, digital defense, and physical surveillance upgrades.

- **Impact:** Successfully deployed a Pi-Hole network blocker to fortify customer Wi-Fi security against ads and malicious traffic.

- **Result:** Orchestrated the implementation of state-of-the-art IP camera and surveillance systems, leading to a verifiable 20% reduction in theft and vandalism for the business.

Phoenix Corp. (Lambton College)

Focus: Project Management, Quality Assurance, & Community Outreach

Managed a large-scale hardware refurbishment initiative dedicated to providing technological access to refugee communities. This role required rigorous oversight of the entire system lifecycle.

- **Impact:** Successfully managed the refurbishing, stress testing, and meticulous documentation process, resulting in a **10% improvement in QA satisfaction**.

- **Result:** Oversaw the refurbishment and donation of **over 275 devices (200+ PCs and 75+ Laptops)**, effectively bridging the digital divide.

Setting up VPN Server on Cloud (Home Lab)

Focus: Cloud Security & Secure Remote Access

A hands-on lab focused on building secure, scalable infrastructure. This involved deploying a dedicated, cloud-based OpenVPN server utilizing Microsoft Azure services.

- **Result:** Successfully provisioned and configured a robust, highly available OpenVPN server on a cloud platform, demonstrating expertise in secure tunneling protocols and cloud service management.

Cloud Infrastructure Research & Web Trust (Home Lab)

Focus: Policy Management & Enterprise Domain Integrity

Conducted in-depth research into core infrastructure concepts, focusing on policy application and complex inter-domain relationships.

- **Result:** Developed documentation on the versatile implementation of Group Policies across disparate environments and created a guide for establishing Web Trust between two distinct enterprise domains, demonstrating foundational knowledge in IAM and policy enforcement.

Automation (TCS)

Focus: Process Optimization & Operational Efficiency

Spearheaded a critical automation project aimed at eliminating a core, monotonous manual process for a major client. Through meticulous analysis and strategic implementation, this initiative achieved substantial operational gains and financial benefits.

- **Impact:** Generated an impressive annual cost savings of $5,500 for the client.

- **Result:** Significantly enhanced operational efficiency and contributed to a substantial reduction in key performance indicators (KPIs) such as Average Handling Time (AHT).

Star Burst Initiative (TCS)

Focus: Large-Scale Training & Knowledge Transfer

Led the knowledge-transfer component of the organizational Star Burst Initiative, dedicated to fostering a culture of continuous learning and innovative thinking across diverse business units.

- **Impact:** Delivered comprehensive training to over 360 employees.

Result: The initiative garnered high-level internal recognition, underscoring the success and quality of the training program delivered.

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