

DEVIN RAWLEK

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Profile: [LinkedIn](#)

Portfolio: [GitHub](#)



Summary of Qualifications

- Outstanding troubleshooting and interpersonal skills.
- Extensive experience designing, deploying, managing, maintaining and troubleshooting;
 - Desktops, Laptops, Printers, Servers and Networks
- Microsoft MCSE: Server Infrastructure and MCSE: Cloud Platform and Infrastructure certified.
- Advanced experience with the following enterprise technologies;
 - Hyper-V, Group Policy, DHCP, DNS, Active Directory, Firewalls, VPN and SCCM.
- Extensive experience using the following software development technologies;
 - C#, .Net, PHP, Java, JavaScript, PowerShell, ASP.Net Core
 - MySQL, SQL and Source Control (Git, TFS)
- Exceptional ability toward successful communication of technical concepts, both verbally and in writing.
- Excellent collaboration skills.
- Enjoys new challenges and learning new skills.
- Able to work independently and in a team environment.
- Detail oriented individual.

Professional Experience

Northern Rogue Technologies Inc., Daajing Giids Lnagaay, British Columbia

Owner/Operator

January 2020 – Current

- Provide onsite and remote technical support, training, consulting and sales to Northern Rogue Technologies' clients.

MedIT, Vancouver, British Columbia

Support Analyst I

October 2014 – Aug 2019

- Provide remote technical support to Faculty and Staff within the Faculty of Medicine at the University of British Columbia.
- Triage incoming client phone and email requests and escalating to Desktop Services, if required.
- Assist with the order, processing of hardware and software and their associated licensing.
- Perform remote setup, configuration and deployment of enterprise software.
- Maintain client tickets and follow up after completion to ensure quality service.

Western Safety Consulting, Edmonton, Alberta

IT Manager

March 2014 – August 2014

- Maintained organization's effectiveness and efficiency by defining, implementing, and supporting the organizations Information Technology needs.
- Preserved assets by implementing disaster recovery and back-up procedures and information security and control structures.
- Product Owner for internal software development through a partnership with One Logic Solutions.
- Maintained a high level of service by establishing and enforcing organization IT standards.
- Provided in person and remote support to all company staff across the province.

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Microserve, Devon, Alberta
IT Coordinator

September 2013 – March 2014

- Managed Microsoft Exchange, Microsoft Dynamics, WSUS, SCCM and Hyper-V.
- Provided IT support to the Town of Devon Staff, Council and Mayor.
- Coordinated with internal and external support groups ensuring projects were completed on schedule.
- Procured, deployed and maintained all IT assets and their hardware and software.

Microserve, Edmonton, Alberta
Worksite Support

September 2011 – March 2014

- Provided personalized on site assistance to 700+ clients spanning multiple buildings.
- Created, maintained and assigned tickets using the Remedy ticketing system.
- Performed requested work within the Service Level Agreement to clients' satisfaction.
- Maintained all network closets within coverage area.
- Troubleshot network connectivity issues and installed switches, routers, access points and cabling.
- Received, configured and deployed desktops, laptops, tablets, servers, mobile devices and peripherals to clients.

Education

British Columbia Institute of Technology, Vancouver, British Columbia
Applied Software Development Certificate with Distinction

July 2017

CDI College, Edmonton, Alberta
Network & Internet Security Specialist Diploma

April 2011

Peace River High School, Peace River, Alberta
Diploma

June 2004

Certification and Training

MCSE: Cloud Platform and Infrastructure, Microsoft, Vancouver, British Columbia	2016
ITIL Foundation V3, Vancouver, British Columbia	2016
MCSE: Server Infrastructure, Edmonton, Alberta	2013
MCSA: Server 2012, Edmonton, Alberta	2013
MCSA: Windows 7, Edmonton, Alberta	2013
MCTIP: Enterprise Desktop Administrator on Windows 7, Edmonton, Alberta	2013
CompTIA: Network+, Edmonton, Alberta	2010
CompTIA: A+, Edmonton, Alberta	2007

References available upon request.