

# Rebecca Ross

Montreal, Quebec

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## Professional summary

IT specialist with more than 5 years of experience in IT support. Advanced knowledge of multiple operating systems, software and cloud solutions. Experience in varied environments. Has a diploma in IT Support.

## Professional experience

### IT Support / Systems Administrator

123 Dentist Inc., Brossard, QC | June 2024 – February 2025

- Level 1 to 3 bilingual technical support for over 600 employees across over 30 locations.
- Respond to requests from internal employees remotely and onsite.
- Investigate incidents in clinics remotely.
- Administration of Microsoft 365, Entra ID, Exchange 365 and Exchange 365 Hybrid.
- Managing a Windows infrastructure.
- Employee onboarding/offboarding process.
- Installation and configuration of computers for employees.

### IT technician

Youville Haussmann Park, Montreal, QC | October 2023 – April 2024

- Level 1 and 2 bilingual technical support for 250 users.
- Administration of Microsoft 365 and Exchange 365.
- On-site and remote technical troubleshooting.
- Establishment of the base of documentation and procedures.
- Employee onboarding/offboarding process.
- Administration of an Apple fleet.
- IT inventory management

### IT technician

LG2, Montreal, QC | November 2022 – September 2023

- Administration of the Google Workspace suite.
- Level 1 and 2 bilingual technical support for more than 500 employees across 3 sites.
- Writing documentation and procedures in Confluence.
- Employee onboarding/offboarding process.
- Administration of an Apple infrastructure.

## **IT technician**

Alt Informatique, Saint-Jean-Sur-Richelieu, QC | June 2019 – December 2021

- Level 1 and 2 Technical Support.
- Creation and configuration of a Microsoft 365 tenant.
- Respond to customer requests remotely and on the road.
- Monthly maintenance of clients' Windows servers.
- Management and monitoring of customer backups.
- Migration of client infrastructure
- Configuration of computers and servers for clients.

## **IT technician**

Giraffe Conseils T.I., Cowansville, QC | January 2019 – June 2019

- Level 1 technical support.
- Respond to customer incidents remotely and on the road.
- Configuring Windows computers for customers.
- Migration of client infrastructure

## **Education**

DEP in IT Support | Montreal School of IT, Commerce and Administration (EMICA)

Graduation date: January 2019

## **Skills**

- Microsoft 365
- DNS management
- Active Directory Local et Entra ID
- Windows Deployment Server (WDS/MDT)
- Automation
- Windows 10, 11, Linux, Mac OS
- Google Workspace
- Audio-visual systems
- Jira Cloud Suite
- Virtualisation (Hyper-V and Proxmox)
- Maintenance of computers and servers
- Adobe Suite
- Microsoft Office Suite
- Apple Products