CONTACT

17-3501 Dutch Village Road
Halifax NS, B3N 2S8
902-406-6742

902-748-0817
stevencrosby@gmail.com
http://stevencrosby.me

KEY SKILLS AND ENDORSEMENTS

- **Software Development:** Skilled in Python, Java, SQL, C++, HTML5, CSS, and JavaScript. Experienced with software tools like Microsoft Visual Studio Code, VMware, CLion, and Microsoft Teams.*)*

- **Cybersecurity and Network Operations:** Proficient in monitoring critical systems, remediation, escalation, and cyber threat hunting. Familiar with technologies such as Cisco Meraki and Unified Communications. Also well-versed in Hitron, Grandstream, IPTV, TP-LINK, 3CX, and Arris.

- **Cloud Computing and Infrastructure:** Experienced in provisioning critical infrastructure like Microsoft 365. Also familiar with tools like VMware.

- **On-site Services:** Provided hands-on technical support and visited customer locations for repairs or support requests.

- **Technical Support:** Strong history of troubleshooting complex issues, guiding customers through setup processes, and maintaining detailed records of customer interactions.

- **Communication and Collaboration:** Demonstrated ability to communicate clearly and effectively with customers, colleagues, and management.

- **Analytical and Problem-Solving:** Adept at diagnosing product issues on the spot, suggesting product improvements based on feedback, and continuously improving service quality.

- **Other Skills:** React.js, AJAX, SIP Trunking, C20, DMS, Microsoft Office Operating Systems, Trunking, WiFi, Visio, Windows Powershell, GitHub

STEVEN CROSBY

PROFESSIONAL EXPERIENCE

Network Operations and Support Technician
ScotiaComp Technologies, Inc. | On-Call
Sep 2022 - Present, Port Hawkesbury, Nova Scotia (Remote)

- Monitor and remediate critical systems issues, escalate serious problems to CTOO.
- Provide customer support, resolving access issues and fulfilling requests.
- Assist with provisioning infrastructure like Microsoft 365 and other management tools.
- Participate in projects, visiting customer locations as required.

Tier 2 Technical Representative
Citywide Communications | Seasonal
May 2023 - Jul 2023, Dartmouth, Nova Scotia (Hybrid)

- Acted as primary contact when Tier 1 was unavailable.
- Addressed escalated technical concerns related to internet, phone, and TV services.
- Guided customers through installation and setup processes.
- Maintained detailed customer interaction records and consistently met KPIs.

Apple Authorized Service Provider Technician
MacEast | Internship
Apr 2022 - Jun 2022, Dartmouth, Nova Scotia

- Provided hands-on technical support for Apple customers.
- Diagnosed product issues, offering solutions to get users operational.
- Delivered Apple's service commitment with efficiency and expertise.

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EDUCATION

NSCC Institute of Technology
Currently Enrolled
Key Coursework:

- Professional Practices for IT
- Logic and Programming
- Website Development
- Intro to Object Oriented Programming
- Advanced OOP and Data Structures
- System Analysis and Design
- Mobile Application Development – Android
- Project Management

Bachelor of Arts in Psychology and History
St. Mary's University, Halifax, N.S. | 2009
Key Coursework:

- Evolutionary Psychology
- Child Development
- Memory
- Social Psychology
- Canadian History
- British History
- Japanese History
- Korean History

High School Diploma
Drumlin Heights Consolidated School, Argyle, N.S. | June 2005

OBJECTIVE

To become an even more efficient Software Developer and be amongst the individuals who can be relied on to solve the difficult programming issues in a company.

PROFESSIONAL PROFILE

An experienced IT professional with a demonstrated history in network operations, technical support, and software development. Adept at monitoring and remediating critical system issues, escalating serious concerns, and assisting customers with a wide range of technical inquiries. My broad expertise includes cybersecurity, cloud computing, and proactive system monitoring. Proficient in a variety of programming languages and software tools. Committed to ensuring customer satisfaction and consistently meeting performance indicators.

PROFESSIONAL EXPERIENCE (cont...)

COVID-19 Vaccine Scheduler
Emergency Medical Care Inc. | Contract Part-time
Apr 2021 - Jul 2021, Halifax, Nova Scotia

- Managed incoming calls, determining vaccination eligibility.
- Booked appointments, escalated calls as needed, and provided respectful, confidential service.

Bilingual Business Sales and Support Representative
Eastlink | Permanent Full-time
Sep 2015 - Sep 2020, Halifax, Nova Scotia

- Offered technical support for Dalhousie Wi-Fi and interacted with customers addressing inquiries.
- Diagnosed and resolved technical issues, processing service changes for Eastlink internet resellers.

Customer and Technical Support Representative
Blue Ocean Contact Centers | Permanent Full-time
Sep 2010 - Sep 2015, Halifax, Nova Scotia

- Supported end users, maintaining up-to-date knowledge of tech trends.
- Developed training manuals and troubleshooting procedures.
- Communicated effectively, ensuring customer satisfaction.