

## CONTACT

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17-3501 Dutch Village Road  
Halifax NS, B3N 2S8  
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902-748-0817

[stevencrosby@gmail.com](mailto:stevencrosby@gmail.com)

<http://stevencrosby.me>

## KEY SKILLS AND ENDORSEMENTS

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- **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

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### 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

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Diploma in IT Programming  
NSCC Institute of Technology, Halifax, N.S. | 2024  
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

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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...)

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### 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.