

Maurice Roach

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WORK EXPERIENCE

Technical Support at Transcom | Toronto, ON

March 2020 — November 2020

- Troubleshooting all Apple products; iOS, MAC devices and assisting with performing installations, upgrades, fixes, and configurations
- Work in a highly structured environment with strict adherence while taking high-volume inbound calls from customers
- Effortlessly engaged with callers, actively listened, analyze and isolate technical issues with customers apple products
- Multitasking in systems while patiently providing step-by-step instructions on resolving various issues
- Provide problem-solving services to network users, implement data, software, and hardware procedures

Service Desk Analyst at CloudOrbis Inc. | Toronto, ON

June 2019 — January 2020

- Providing first level technical support for end-user software, hardware, and network issues
- Setup, installation, troubleshooting and resolution of computer and software related issues
- Managing, deploying and supporting existing and new client machines communications products (mobile devices and landlines) and printers
- Supporting and configuring client applications such as SharePoint, Microsoft Office 365, software updates, email and calendaring, anti-virus, backups, recovery operations, printing, software and drivers

Front Desk Concierge at PostHouse Condominium | Toronto, ON

November 2018 — April 2019

- Provided troubleshoot and fixes for issues with internet/WIFI for main building
- Processed bookings on computer for tenants and accepted payments/cheques
- Resolved complaints from tenants and recorded them into the system to ensure information was documented
- Operated Keyscan Access Control to provide tenants with access to unit/buzzer codes
- Providing polite, professional and accurate directions and information; questions, inquiries and concerns

Reservations Agent Internship at Jonsview Canada | Etobicoke, ON

February 2015 — April 2015

- Performed tasks and scheduling for clients using Microsoft Excel
- Respond to emails regarding itinerary products and services from clients
- Received phone calls from clients and communicated on adjusting itinerary
- Processed new reservations and ensured the whole itinerary package was complete

SKILLS

HTML
CSS
JavaScript
React.js
Python
Node.js
MongoDB
Git
Github

EDUCATION

Seneca College

2017 - 2019

Diploma: Computer Networking

Humber College

2013 - 2015

Diploma: Travel and Tourism Industries

CERTIFICATIONS

Web Developer Bootcamp

August 2023 — August 2023

JavaScript Course

September 2023 — September 2023