

Jude Gaetan Juste

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SUMMARY OF QUALIFICATIONS

- Experienced and detail-oriented IT Technician with a client-focused approach, as well as demonstrated leadership and initiative.
- Excellent organizational skills: ability to prioritize workload in anticipation of changes, while meeting deadlines and maintaining quality work.
- High level of adaptability and learning capacity, with a good team spirit and a strong sense of responsibility.
- Great interpersonal and communication skills, fluently speaking French and Spanish, with intermediate level in English.
- Valid driver's license and clean driving record.

TECHNICAL SKILLS

- **Operating Systems:** Microsoft Windows, Mac OS X, and Linux.
- **Applications & Software:** Active Directory, CISCO, Fortinet Firewall, Access, Azure, Office 365, PowerShell, VirtualBox, VMware Workstation, Windows Server, WordPress.
- **Equipment Management and Configuration:** Wired networks, WiFi LAN/WAN, TCP/IP.

WORK HISTORY

IT Technician

2022

Microrama Informatique, Gatineau, QC

- Provided customer support to users of administrative, network and Internet systems.
- Offered optimal incident response times and escalations on service calls, onsite and remote technical support.
- Oversaw the installation, assembly, configuration, deployment and maintenance of equipment and workstations, including printers, monitors, projectors, and smart boards.
- Tested, installed, activated, and updated computer hardware, network software, operating system software and software applications.
- Troubleshoot, diagnosed, and resolved endpoint, systems, and networks failures encountered by users; kept a journal documenting problems and solutions.
- Diagnosed issues and assisted users by providing advice and training in response to difficulties experienced.
- Maintained software and hardware inventory, including licensing information.

Team Leader (Co-op Internship)

2021

StemWorld Educational Services, Ottawa, ON

- Participated in developing a lie and smoke detector system project.
- Documented detailed game development processes, testing, and implementing educational games.
- Created and documented web pages made with WordPress.

Fundraising Officer 2019
 iMarketing Solutions Group, Ottawa, ON

- Answered incoming calls efficiently and professionally, building positive relationships with customers over the phone.
- Effectively deal with disgruntled customers, using de-escalation techniques.
- Explained to donors the purpose of raising funds to help non-profit organizations.

Facilities Manager 2014-2018
 Citi Bank, Port-au-Prince, Haïti

- Provided technical support to IT and CSIS departments.
- Assisted users by telephone, instant messaging, and e-mail in a timely manner.
- Oversaw maintenance and replacement of workstations and other computer equipment.
- Ensured a smooth running of operation and maintenance for power systems supporting computer equipment.
- Planned monthly maintenance and repair of backup systems (10KVA batteries for computers), and repair of electricity systems (generators and city power).
- Reported anomalies or failures in the operating of emergency equipment, provided solutions, contacted the service providers as needed.
- Kept daily reports by checking on backup systems' status.

Electrical Engineer 2009-2014
 Tetra Tech (USAID), Port-au-Prince, Haïti

- Audited hospitals and medical clinics to determine most urgent energy needs at a national level.
- Managed subcontractors responsible for the installation of backup power systems.
- Measured system performance by recording hospital load data.
- Assisted in the design and installation of energy systems.
- Supervised and monitored the installed electrical systems.
- Collected data for analysis and status of electrical systems.

EDUCATION

Computer Systems Technician Diploma 2022
 La Cité collégiale, Ottawa, ON

Bachelor of Electrical Engineering 2009
 University of Oriente, Cuba
Evaluated by Government of Quebec as equivalent to a four-year Canadian Bachelor's Degree.

CERTIFICATIONS

Training Completion Certification, iMarketing Nov. 2019
Customer Service Training, Jones lang Lasalle(JLL) Aug. 2017
Outback Power Systems Training, Outback Power Mar. 2013