





COURTNEY HAGEN

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Courtney Hagen 



OBJECTIVE

To obtain work experience for my IT diploma via a work term or Co-Op opportunity in the IT industry.



EDUCATION

Diploma: IT Systems Management and Security | NSCC

2018-2020

Diploma for which we learn how to design and assist in the implementation and management of information technologies. These include: UNIX/Linux and Windows network operating systems, Local Area Network (LAN) and Wide Area Network (WAN), data and user security, and Systems Analysis and Design (SAD).

Bachelor of Arts | Saint Mary's University

2014-2017

Majored in Psychology and minored in Linguistics. Had interests in forensic/legal psychology, speech acquisition, and text-to-speech technologies.



EXPERIENCE

Customer Service Manager | Walmart Canada

2016 – PRESENT

Responsible for managing the efficiency and effectiveness of the front end of the store. Assigns breaks, deals with customer complaints and issues, troubleshoots technological problems, manages lines, and closes and opens the store.

Shift Manager | Arby's Canada

2014 – 2015

Manager on duty when the store manager was not present. Dealt with customer complaints, assigned breaks and duties, and prepped, opened, and closed the store.



SKILLS

- Cisco IOS
- Windows desktop and server administrations
- PowerShell
- Python
- mySQL
- IBM SPSS
- Computer Hardware
- Unix/Linux operating systems
- VMWare, VirtualBox