BONNE CHANCE KANA
Boneykana53@gmail.com
(613)410-7734

SUMMARY
- *More than 70 months of IT troubleshooting over the phone*
- *Fluently bilingual in both official languages*
- *Enhanced Reliability Security Clearance holder*
- *ITIL Certification holder*

EXPERIENCE
HOUSE OF COMMONS
Business Applications Support Officer
January 2023 to January 2024

- *Acting as interface and proactively ensures linkages between business users and the technical team with responsibility for:*
  - *Analyzing, defining, justifying, and defending user requirements.*
  - *Contributing user input to the development of business components and system enhancements.*
  - *Testing FS business systems.*
  - *Providing one-on-one coaching to users.*
  - *Coordinating the deployment of new releases.*
  - *Providing ongoing user support services to FS business applications.*
- *Acting as workgroup administrator for FS, manages all requests for FS network access and manages access permission to shared drives, coordinates system installation, IT asset moves and software/hardware orders and maintain inventories of desktop software and hardware.*
- *Ensures the integrity of the FS business applications including extensive testing, maintenance of data integrity, maintain and review of user access as well as implementing other system enhancements in partnership with DSRP.*
- *Determining the severity, priority, and timeframes for responding to support requests and following up on the proposed solution.*
- *sing analytical skills and judgment to determine, establish and co-ordinate timely temporary and/or permanent solutions, fixes, and workarounds.*
- *Documents team processes and updates user support guides.*

INDIGENOUS AND NORTHERN AFFAIRS CANADA (INAC)
Help Desk Specialist Level 2
January 2020- December 2023

- *Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems.*
- *Perform initial problem analysis and triage problem to other appropriate;*
- *Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users;*
- *Log and track request for assistance;*
- *Participate in on site installations of systems and applications for users*
- *Perform other related duties incidental to the work described here in.*
- *Participate in the preparation of procedures manuals and documentation for help desk use, conduct Periodic User satisfaction surveys and track user problem trends, make recommendations for improvements of the services and participates in reports based on information provided from user surveys and trends*
- *Participates in the distribution of computing related information to users to include information such as help desk procedures and handbooks*
- *Participate in the development of a comprehensive training plan for help desk procedures*

ELECTIONS CANADA (EC)

Operations Support Specialist
July 2019 to November:
- *Install, move, and recover physical equipment (PC, monitors, mouse)*
- *Re-image PCs and laptops*
- *Software and update deployments*
- *SCCM user and computer management*
- *Use of Active Directory for various tasks*
- *Hardware deployment at users' offices*
- *Computer hardware troubleshooting*
- *Software troubleshooting (a lot of Office 2010 amongst a lot of other supported software)*
- *Edit the BIOS for various adjustments*
- *Support Offsite clients from different parts of the country*
- *Support Network Printers, Local Printers, Local Scanners, Local Label writers*
- *Software issues including MS Office, Rivese, Rops SAS, Adobe Pro 11, IceBar, as well as many More*
- *Provide phone support for the Returning Officers across Canada for the Election and used HelpVision And EC-Connex to Track and document user issues.*
- *Troubleshoot user problems with efficiency to solve all manner of problems relating to software and Hardware.*

SHARED SERVICES CANADA (SSC)
IT Help Desk Specialist
May 2019 to June 2019
- *Provides technical support to IT infrastructure clients experiencing difficulties such as those with workstation hardware/software, mail routing, Internet work routing, LAN/MAN/WAN services*
- *Investigates, determines and documents problems experienced and action taken to address client difficulties and refers problems to the next level of support as required.*
- *Identifies and resolves first level issues with cellular devices (Blackberry, IOS devices, etc.) by using a Blackberry Enterprise Server (BES) portal*
- *First point of contact for VIP assistance (EX-02 and above) for all IT related issues*
- *Escalates unresolved issues to the proper groups, including both internal IT support groups or external partners, such as Shared Services Canada (SSC), or to PCO senior management.*
- *Updates the inventory management system (SAP) when equipment is assigned to clients (laptops, etc.)*
- *Assists clients with the management of their myKey encryption services.*

DXC TECHNOLOGY
IT Helpdesk Analyst
November 2018 to May 2019
- *Received and solved problem related calls and emails*
- *Using a ticketing system to manage service requests*
- *Installed and loaded applications remotely*
- *Provided assistance to users on (Outlook o365), share drive, SharePoint, etc.*
- *Provided assistance to users on how to submit their service catalog request.*

VOLONTEERING:
Member of the multimedia team of the ACPVO church in Gatineau
October 2014 until now (47 months)

- *Test and adjust Sound System*
- *projecting songs, announcements and preaching*
- *Record and save of preaching and Testimonials*

EDUCATION
College Diploma in Computer Sciences
College La Cité (Networking), 2016 – April 2018
Bachelor's Degree in Computer Sciences, 2010
Hope Africa University, Bujumbura, Burundi