

# Dylan Kanyo

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## PROFILE

A dedicated professional with a versatile skill set. A college graduate that is highly familiar with a wide variety of computer engineering, networking, and operating system software. Quick to learn and master new technology; equally successful in both team and self-directed settings.

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## EDUCATION

**Niagara College** *Class of 2016*  
Ontario College Diploma – Computer Programming  
Welland, ON.

**Notre Dame College School** *Class of 2012*  
Ontario Secondary School Diploma  
Welland, ON.

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## EXPERIENCE

**Freelance IT Support Specialist – Niagara Region, ON** *August 2019 – Present*

- Provides remote and physical onsite hardware, software and network support.
- Provides solutions that will save my clients time and money increasing their bottom line.
- Implements, deploys and maintains business applications for individuals and small businesses in the area.
- Works one on one with clients and customers to find solutions in sales, e-commerce and customer service support.
- Evaluates vendor-supplied software by studying user objectives; testing software compatibility with existing hardware and programs.
- Maximizes use of hardware and software by training users; interpreting instructions and demonstrating how to solve issues that may arise.

**Fallsview Casino Resort – Niagara Falls, ON** *July 2018 – August 2019*  
**Systems Operator**

- Was responsible for monitoring and maintaining the day-to-day operations for the Fallsview Casino Resort IT department, which included all nightly processes for close of business, backups, monitoring processes, stopping and starting services/process and initial investigation and reporting of issues.
- Required to work with IBM green screen systems, and SSH telnet clients to ensure the network was at its optimal performance.
- Was the first point of contact for any IT related issues that occurred at Fallsview Casino or Casino Niagara. I answered help desk tickets throughout the day to ensure all associates issues are being resolved quickly and effectively.

**St. Joseph's Hospital – Hamilton, ON.**

*October 2017 – December 2017*

***Dovetail Elbow Support Technician***

- St. Joe's went through the process of implementing a fully integrated, safe and secure information solution that was able to place all a patient's information in one place. All caregivers were now be able to see that same information, and care providers would be better connected to each other.
- As an Elbow Support Technician, I was responsible for educating the end users on the new software or hardware to be deployed and to help them understand why this solution is better than the one that was currently in place.
- I was a Primary Classroom Trainer for multiple applications, required to maintain the physical classroom spaces to make sure they present a professional and friendly environment. I was responsible for class materials, upkeep, as well as making sure that everything is ready and available when end users come to class. I also kept attendance and recorded grades of end users as well as marked their completion of class. I also supported, managed, and troubleshooted systems and services at the healthcare facility.

**Falls Chevrolet – Niagara Falls, ON.**

*March 2013 – July 2018*

***Inventory Manager***

*January 2017 – October 2017 & January 2018 – July 2018*

- I was responsible for monitoring and reporting on the company's inventory. Accuracy was an important part of my position since the efficient handling of the company's products and supplies is critical for the attainment of business goals. Inventory was managed through online software to ensure product stock was adequate for all distribution channels. Through the software I recorded daily deliveries and shipments to reconcile inventory. I collaborated with warehouse employees and other staff to ensure business goals were met, as well as reported to upper management on stock levels, issues etc.

***Detailer***

*December 2013 – January 2017*

- As an automobile detailer I spent my time making automobiles look immaculate and clean, both inside and out. To do this, I was able to effectively use a variety of equipment, cleaners, polishes and waxes as well as have a good eye for detail. As an automobile detailer I was tasked with preparing new, used and demo vehicles for sales. Cleaning these vehicles effectively helped to promote sales within the dealership.

***Shuttle Driver***

*March 2013 – December 2013*

- As a shuttle driver I was responsible for proactively greeting and assisting all customers in a friendly, professional manner. As needed, I would assist with service write-ups as well as transporting vehicles throughout the dealership. Due to the front-line nature of this position I was also required to inform guests of Dealership policies, hours of operation and relevant services.

**Target – Welland, ON.**  
***Warehouse Employee***

2011 – 2012

**Lowes – Niagara Falls, ON.**  
***Picker/Loader***

Summer 2010

**Bridgeview Motors – Port Colborne, ON.**  
***Detailer***

Summer 2009

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**SKILLS**

*Computer-Oriented Skills include:*

- Windows/Mac/Linux
- Languages: HTML, Java, PhP, C#, SQL
- Hardware and software support

*Communications-Based Skills include:*

- Creating rapport
- Listening attentively
- Building customer relationships
- Networking both during and outside of work

*Personal-Mastery Skills include:*

- Leadership
- Sincerity
- Teamwork

*General Skills include:*

- Customer service and satisfaction
- Inventory management
- Order processing
- Organization/planning
- Time management
- Decision-making

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**REFERENCES**

**Available upon request**