

MITCHELL TROUT

Niagara Region, ON mitchelltrout@laughingcactus.net | mitchelltrout.com

HIGHLIGHTS OF QUALIFICATIONS

- 15+ years of experience troubleshooting computer issues
- Several years of experience managing web, email, and DNS servers
- Considerable customer service skills: very diplomatic and patient
- Diligently manages available time and resources
- Trained in multimedia and technology courses
- Stays current on technology news and advancements
- Experience with MS Office, Adobe Suite, mobile device management, MS Windows, Cloud Services, VoIP, Hypervisors, Networking and Security
- Proficient in several programming languages, including HTML, CSS, JavaScript, PHP, Java, C#, PowerShell, T-SQL, SQL

TECHNICAL SKILLS

Systems & Infrastructure Active Directory, Windows Server (2012–2022), Linux / Linux Server Administration, VMware vSphere, Microsoft Hyper-V, Microsoft Exchange, Office 365 / Microsoft 365, Google Workspace (GApps), Data Centre Operations, Disaster Recovery & Business Continuity, Veeam Backup & Replication, Virtualization

Networking & Security TCP/IP, DNS, DHCP, VLANs, Firewalls, VPN, Cisco (IOS/switching/routing), Barracuda Spam Firewall, Penetration Testing, Endpoint Security, Network Administration

Web & Hosting Platforms cPanel/WHM, Plesk, Apache/Nginx, SSL/TLS, SMTP/IMAP, FTP, MySQL, DNS Management

RMM / MSP Tools ConnectWise (certified), N-Able, Auvik NMS (certified), 3CX VoIP (certified), Salesforce CRM

Hardware & Support Desktop Support, IT Hardware Support, Computer Repair, Virus Removal, Remote User Support, Mobile Device Management (MDM), Android, IT Management

Development & Other HTML, CSS, JavaScript, PHP, Java, C#, PowerShell, T-SQL, SQL, Node.js, React, Unity3D, Search Engine Optimization (SEO), Online Advertising, AI-Accelerated Development (Claude, GitHub Copilot, Cursor)

WORK EXPERIENCE

Panasonic Canada – Integrated Services Division | Niagara-on-the-Lake, ON

L3 Technical Support Analyst | April 2024 – Present

- Answer, track, and resolve helpdesk calls and emails through verbal instruction and remote support applications for Quick Serve franchises
- Assist onsite teams with troubleshooting and investigations
- Communicate with customers and 3rd party vendors regarding ongoing projects
- Assist management team in managing and monitoring help desk cases

Titan Microsystems | St. Catharines, ON

Senior Computer Technician | February 2024 – April 2024

- Responsible for the daily operations of several clients across the Niagara region
- Build and repair desktops, troubleshoot issues with Office, Adobe and other desktop software
- Troubleshoot computer issues over the phone and via remote assist

ISService | Beamsville, ON

Network & Computer Technician | October 2023 – January 2024

- Assembly, servicing, repairing and installing technology for ISSERVICE Technology and its customers
- Internal administration (documentation) and processing RMAs
- Primarily working on Tier 1 and Tier 2 setups and support for customers and assisting with other needs and projects where deemed necessary

Skycomp Solutions Inc. | St. Catharines, ON

Computer Support Analyst | August 2021 – October 2023

- Providing Tier 2 remote and onsite tech support for small to large businesses in the Niagara Region
- Working with Project Manager to implement new IT solutions including VOIP systems, Wired and WiFi networks, new workstation and server deployments
- Managing cluster of web servers using cPanel/WHM and supporting web services including HTTP, SSL, SMTP, IMAP, DNS, FTP, MySQL

Quickservice Technologies | St. Catharines, ON

Programmer – Menu Design | February 2020 – August 2021

- Programs and tests POS menus in accordance with established guidelines and project plans
- Provides fourth-tier support for menu related issues including knowledge of POS settings and download distribution
- Uses TSQL and proprietary IDE to program and verify menu changes

Quickservice Technologies | St. Catharines, ON

Escalations Specialist | May 2017 – February 2020

- Answer, track, and resolve helpdesk calls and emails through verbal instruction and remote support applications for Quick Serve franchises
- Assist programming teams with special projects and investigations
- Communicate with customers and 3rd party vendors regarding ongoing projects
- Assist senior team in managing and monitoring help desk agents

MicroAge | St. Catharines, ON

Technical Analyst | September 2012 – March 2017

- Manage and monitor customer systems and networks for all Fully and Proactively managed customers
- Answer, track, and resolve helpdesk calls through verbal instruction and remote support applications; research issues and provide resolutions
- Manage internal server environment conducting Tier 1 level support for business and hosted customer systems
- Programming custom desktop and web applications

MAT LLC | Niagara Falls, ON

Programmer | March 2012 – September 2012

- Created dynamic websites for 30 advertising campaigns
- Managed 8–12 dedicated servers at any one time
- Monitored internet traffic for multiple Google / Bing ads for each campaign

Boltworks Industrial Fasteners | St. Catharines, ON

Retail / Stock | October 2010 – March 2012

- Processed cash, credit and debit transactions
- Sorted and packaged industrial fasteners
- Made deliveries and pickups

Danima Technologies | Niagara Falls, ON

Programmer | February 2008 – June 2008

- Coded web pages using HTML, CSS, JavaScript, and PHP
- Debugged web applications
- Assisted in client management by organizing client lists

Niagara Parks Commission | Niagara Falls, ON

Cashier | July 2005 – January 2010

- Processed cash, credit and debit transactions
- Counted register at end of shift
- Operated Niagara's Fury 4D show

VOLUNTEER EXPERIENCE

Stamford Lions Club | Niagara Falls, ON

Past President & IT/Communications Committee Lead | Member since 2020 (Volunteer since high school)

- Lead regular meetings and board of director meetings
- Volunteer at events (washing dishes, assisting with food prep, heavy lifting)
- Information Technology and Communications committee lead

EDUCATION

Niagara College | Welland, ON

New Media Web Design – Not Completed

Stamford Collegiate | Niagara Falls, ON

Ontario Secondary School Diploma (OSSD)

CERTIFICATIONS

- CompTIA A+ Computer Technician Certification
- CompTIA Network+ Certification
- cPanel Professional Certification (CPP)
- Auvik Certified Professional
- ConnectWise Service Technician Certification
- 3CX Basic Certified Engineer
- Valid Class G Ontario Driver's Licence

INTERESTS

Computers, electronics, music, movies, programming, computer games, hockey

REFERENCES

Available upon request