

Blake Chambers

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Education

Niagara College Canada

June 2024

Diploma, Computer Systems Technician – Network and Cloud Technologies

Welland, ON

- 4.0 GPA, Deans Academic Award, Niagara Scholar, Presidential Honour Roll (4)

Experience

Walmart Canada

Mar 2018 – Present

Electronic Sales Associate

Fort Erie, ON

- Provided customer service, technical advice, and troubleshooting support for electronic products, including routers, wireless extenders, mobile phones, televisions, laptops/desktops, storage devices, and connectivity equipment.
- Translated technical concepts into clear, understandable terms for customers with varying levels of technical knowledge, increasing customer satisfaction and retention.
- Trained new associates, improving team efficiency and customer service quality.

Niagara College Canada

Oct 2023 – Dec 2023

Peer Tutor

Welland, ON

- Provided tutoring for peers in one-on-one sessions on various IT, networking, and cloud computing subjects, helping improve academic performance.
- Utilized analogies and created alternative scenarios to help simplify concepts, ensuring a clearer understanding and comprehension.
- Developed and tailored learning materials to address the specific learning styles of clients, significantly improving their understanding of the content.

Projects

Computer Systems Technician Capstone Project

- Corresponded with a client to gather information regarding the networking needs of a business and composed a business proposal with solutions and recommendations.
- Developed and configured a hybrid cloud network with an Active Directory domain, consisting of business-critical applications using Amazon Web Services and on-premises solutions.
- Utilized Microsoft's Hyper-V to create virtual machines to support business applications, implementing snapshots and backups for data integrity and availability.

Self-Hosted NextCloud Groupware and Cloud Storage

- Deployed and maintained a NextCloud server to provide a scalable personal cloud storage and groupware solution using virtualization and Docker containers.
- Implemented Nginx Proxy Manager and Pi-hole using Docker containers to forward server requests with encryption for secure communication between client/host, enhanced security, and scalability.
- Configured user accounts, permissions, and automated backups for data availability and security.

Skills & Interests

Technical: Active Directory, Backup & Disaster Recovery, Cloud Computing, File Sharing, Hardware Installation, Linux, Microsoft Windows, MacOS, Networking, Scripting, Server Administration, Troubleshooting, Virtualization, Web Hosting.

Interests: Web development & blogging, playing guitar, fishing, camping.

Certifications

AWS Academy Cloud Foundations

Feb 2024