

# Dawson Kaniusis

## Technical Skills

- Proficient in modern software development practices and programming standards, with hands-on experience in JavaScript, jQuery, HTML, CSS, MySQL, Java, and C++.
- Strong skills in building secure and accessible websites, incorporating UX/UI design using SharePoint and development editors.
- Comprehensive knowledge of hardware architecture, command line usage, Microsoft Office Suite, Adobe Photoshop, Google services, and various other software applications, highlighting a broad tech competency.

## Relevant Work Experience

### Support Analyst

*Volker Stevin Canada*

**March 2024 – Current**

*Calgary AB*

- Successfully provided first-tier service desk support, effectively resolving end-user device issues (desktops, laptops, smartphones), network connectivity issues, and desktop application problems for all Volker Stevin Canada companies (over 2500 employees), ensuring minimal downtime and maximum productivity.
- Effectively managed incident and problem escalation processes, skillfully resolving an average of 40 tickets daily, ensuring prompt resolution and minimizing disruptions to operations, thereby maintaining seamless workflow continuity.
- Collaborated closely with the Senior Support Analyst to develop and implement new implementations, processes, and procedures for the ongoing management of the network and server infrastructure, contributing to enhanced efficiency and reliability across the organization.

### Web Developer

*Alberta Health Services*

**July 2021 – January 2022**

*Calgary AB*

- Proficiently implemented software enhancements, bug fixes, and error resolutions on the development manager, leveraging expertise in JavaScript, jQuery, HTML, CSS, MySQL, Java, and C++.
- Prioritized collaborative efforts through pair coding and repository use, ensuring efficient teamwork and timely delivery of high-quality results in Visual Studio Code and SharePoint editor.
- Demonstrated effective communication and collaboration skills by presenting changes, upgrades, and conducting user acceptance testing for fellow developers' approval.

## Education

### Bachelor of Computer Information Systems

*Mount Royal University*

**Graduated June 2024**

*Calgary, AB*

- Dean's Honor Roll, 2019 - 2022
- Notable Project: Developed a Java program featuring multiple classes, highlighting expertise in encapsulation, robust exception handling, data sorting using interfaces and collections, and ensuring seamless user interactions with error-free functionality.

## **Additional Work Experience**

### **Tube Park Team Member**

*Winsport*

**Dec 2023 – April 2024**

*Calgary AB*

- Prioritized guest safety, delivered outstanding service, and facilitated ticket sales for the Tube Park, ensuring smooth operation and exceptional customer service.

### **Windshield Repair Technician**

*Deco*

**April 2019 – Sept 2021**

*Calgary AB*

- Consistently delivered high-quality repairs, surpassing customer expectations, and demonstrated expertise in successful upselling, contributing to a daily revenue average of \$350.

### **Dealer**

*Cash Casino*

**April 2019 – August 2019**

*Calgary AB*

- Executed precise organization and distribution of diverse currency denominations, meeting stringent gambling standards. Demonstrated exceptional speed in math and money management, ensuring flawless performance in a high-paced gaming environment.

## **Interests**

**Web Design:** Experienced in personal web design used to showcase my development skills and create an easy-to-access portfolio. Always exploring new design trends and techniques to enhance user experience.

**Arduino Programming:** Skilled in designing and programming Arduino microcontrollers and circuits to accomplish simple tasks. Enjoy experimenting with new technologies and incorporating them into my projects.

**Social Media Marketing:** Proficient in using Facebook to market and build my self-brand reputation within large groups for business and personal relations. Passionate about leveraging social media to create meaningful connections and opportunities.