

Robin Olsen B.Sc
1644 Ottawa St, Regina, SK
ph: (306) 530-5063
email: norsecree@hotmail.com
www.robinolsen.ca

Career Objectives

To use my extensive experience and skills to provide the highest quality computer solutions and support customized to specific needs.

Technical Skills

- Skilled and experienced programmer (VB.NET, SQL, C,C++, ASP.NET, Java, XML, Powershell)
- 15 year veteran database administrator (SQL Server, Oracle, Access,)
- Fluent with front-end database tools (PowerBuilder, Access, VB.NET)
- Web design and development skills (VBScript, JavaScript, HTML, Adobe Studio, Wordpress)
- Efficient spreadsheet programmer (MS Excel)
- Proven word processing, writing and presentation skills (MS Word, HTML)
- Familiar with graphic design tools and packages (MS Power Point, VISIO)
- Well organized Project Manager specializing in IT related projects for 8 years
- 20 year veteran Network Administrator in both a Microsoft or Macintosh network environments.
- Experienced working in Google cloud environments and software.
- Experienced with the integration of Macintosh into Microsoft environments.
- Experienced Systems Analyst designing software to user specifications
- Extensive experience supporting IT environments both desk side and remotely (nationwide) working in a national call centre.

Personal Qualities

- Confident speaking, interviewing, writing and training skills
- Excellent interpersonal and management skills
- Proven leadership and instruction skills
- Great abilities to work under pressure
- Very resourceful

Work Experience

Systems Analyst

Regina Immigrant Women's Centre
3900 Block Albert Street South
01/02/2022 – 03/31/2022 (2 month contract)
Regina, Saskatchewan

- Provide desk side support for all workstations in all four locations. This location uses Google cloud software including shared documents and gmail accounts for email.
- Installed and maintained network hardware such as routers and switches as well as network lines.
- Provided consultation for technical issues relating to wireless networks, workstation selection and intranet planning and cost estimates.

Private Consultant

Regina Area (including Southey and Cupar)

02/15/18 – 01/31/2022

Regina and Area, Saskatchewan

- Provided advice and support for small businesses with regards to IT needs.
- Wrote technical articles for publication online.
- Configure small networks and perform troubleshooting operations on small networks.

Systems Analyst

The Regina Leader Post (Postmedia Inc.)

1964 Park St.

02/06/13 – 02/15/18

Regina, Saskatchewan

- Provide desk side support for all workstations in every department including Editorial, Sales, and operational areas
- Provided telephone and remote support for all Postmedia employees from coast to coast including both the Apple and Microsoft operating systems. All issues were logged and tracked using Service Now. Problems were either solved by me or assigned to specific technical teams for resolution.
- Installed and maintained network hardware such as UPS systems, racks and servers as a well as network lines and telephones.
- Configured and deployed mobile devices such as Blackberry, iPhones and iPads for use in the field by sales and editorial personal.
- Setup and removed user accounts from an Active Directory domain structure
- Supported multiple users in multiple Citrix environments both desk side and remotely.
- Provided consultation on occasion for technical issues relating to wireless networks, workstation selection and various other technical issues.
- Handled 'on-call' responsibilities on a bi-weekly basis
- Wrote and tested small pieces of code to handle simple routines such as setting file attributes. Programs were written using Java and Powershell scripts.

Private Consultant

Regina area, Saskatchewan

04/21/11 – 02/06/13

- Provide on site or in shop repairs and support for PC users at home and in small businesses
- Design small packages of software for small businesses to handle such things as work orders and invoices.
- Provide consulting services for individual users and small businesses.
- Worked with online question and answer forums to provide support with computer related questions from everyday home users
- Wrote articles online regarding computer purchasing, usage and backups for the home user's consideration.

Information Technology Officer

Saskatchewan Government Employees Union (SGEU)

Regina, Saskatchewan

12/08/08 – 01/15/11

- Provided full network and desktop support for SGEU's province wide network spread out over Regina, Saskatoon and Prince Albert offices and numerous local offices. Much of

- this support was done using remote tools, such as systems management server from headquarters in Regina. This was a Microsoft environment.
- Deployed new machines and operating systems into the SGEU network such as Windows 7. This was done on a Microsoft Windows network. This involved receiving new machines with pre-installed software and operating systems, removing all the unwanted software that ships with new machines, configuring the machine to run on the organization's network, installing office software specific to the job duties of the intended recipient and creating an image of the machine so that rebuilds and future deployments can be done more efficiently.
 - Maintained SGEU's email system using Microsoft Exchange Server 2005
 - Maintained SGEU's Blackberry Enterprise Server as well as the SGEU's network of Blackberry users and handheld blackberry devices,
 - Responsible for purchasing of all new software and hardware for the SGEU
 - Gathered quotes, prepared budgets and maintained vendor relationships in order to provide for all technical requirements of the SGEU.
 - Created inventory control software to track all technical assets of the SGEU using Microsoft Visual Basic.NET and SQL 2007 server development tools
 - Provided IT consultation to SGEU management on all technical issues facing the SGEU.

Systems Analyst

Government of Saskatchewan – ITO Application Delivery
Regina, Saskatchewan
05/05/08 – 11/01/08

- Conducted Requirements gathering by conducting meetings and workshops with clients and stakeholders in order to design new software.
- Conducted Requests for Information (RFIs) regarding software products that are to be purchased
- Completed documentation for software projects. This documentation had to describe in detail the overall scope of the current project as well as the interface design and use cases.
- Assisted in development of these projects by handling problem reports and bugs documented during testing and presenting the legitimate ones to the developer for correction.
- Selected and tested new software products that will allow all SAs to design screens and documents in a similar format and to present these screen designs to the client. These tools allowed us to standardize the way and manner in which SAs present their work to clients and stakeholders so that they have a more complete understanding of what is being constructed
- Participated as a member of the GreenIT initiative committee, which is a committee setup to investigate methods to reduce cost, waste and energy usage in Government.

Technology Assistant

Chestermere Lake Middle School
October 2005-June 2006

- Maintain Computer Labs (Microsoft and Macintosh) for use by students and teachers. These labs contain a minimum of 30 workstations each.
- Maintain computers in classrooms.
- Provide technical assistance, recommendations and coaching for staff
- Ensure network functionality throughout the school.
- Monitor and secure internet access with regards to inappropriate sites and content

- Maintain and continuously develop and upgrade CLMS website. This includes daily updates, page and link additions as well as page redesigns
- Price and need research for purchasing new software and hardware for use by students and teachers.
- Provide for access to the computer lab for use by students during lunch times and after school. This aids students in the completion of work and in meeting their deadlines.
- Monitor the consumption of resources such as paper and printer toner and reordering these items when required

Software Developer

Rinax Computer Systems

Calgary, AB

January 2005 – October 2005

- Participated in the creation of an inventory control and accounting software in VB.NET. This is a multi-purpose Accounting and Inventory control package used by a number of different industries including the forestry and automotive industries.
- Chiefly responsible for interface creation of the accounting modules such as the Accounts Receivable and Accounts Payable screens. This included screen design and creation as well as database manipulation
- Wrote object classes for report creation and integration.
- The reports are Crystal Report files and the objects handle all aspects of creation, archiving and distribution of financial auditing reports, statements and invoices as well as transaction and performance reports.

Software Engineer, Database Administrator, Project Manager, IT Department Supervisor

Vantis International Corp (Formerly VIP International Corp)

Calgary AB

1996-2004

- Spearheaded multi-Departmental Project to customize entire accounting system to conform to customer desires and requirements in the Travel Industry.
- Projects required interaction and management of all levels of personal in a structured corporate environment.
- Performed requirements analysis and specification, cost estimation, object-oriented design, implementation, and testing. Managed the design of, developed, and implemented a complete package to track client performance and produce invoices to over 4600 international client's semi-monthly in multiple currencies and formats. This included a fully automated document management and electronic document delivery system. This system was in use and constantly upgrade and enhanced for over 8 years
- Performed DBA duties on multiple MS SQL servers in a Windows domain environment including scheduling of maintenance jobs, automated reports, electronic delivery and automated data transfers.
- Tools and technologies used in this position were: Visual Basic, HTML, PDF, MS SQL Server Stored Procedures, Access, and Wise Install Master.
- Performed management responsibilities and duties at a departmental level in a structured corporate environment
- Provided network and user support in a mixed Windows/Unix environment which included troubleshooting CISCO router issues, maintaining Network servers running Windows and Unix Operating systems, tracking problems via a 'ticketing' system used to track support issues and providing desktop support for such applications as Outlook, Exchange and MS Office (all products).
- Monitored backups to tape and was responsible for storage of such tapes offsite

Junior Programmer

AGAT Laboratories Ltd.
Calgary, AB
1994-1995

- As a developer on a team of 3, responsible for creating the reporting tool which presented environmental research data in a readable format.
- Performed requirements analysis and specification, object-oriented design, implementation, and testing. Designed, developed, and implemented the reporting tools used by environmental analysts and geologists in a multi-purpose analytical laboratory
- Tools and technologies used in this position were VB, Oracle, PowerBuilder
- Provided network support in a Novell environment running Windows desktops.

Junior Programmer

OCOM Systems
Calgary AB
1993

- Designed and created the interface for GRIP, a software package used by field geologists in the oil and gas industry to analyze core samples in the field
- Tools and technologies used for this project were: Borland C++ 4.5, Access 2.0 and Crystal Reports

Member, Canadian Armed Forces

1st Battalion P.P.C.L.I
Calgary, Alberta
April 1987 – Aug 1992

- Conducted Peacekeeping duties and NATO deployments overseas
- Responded to local emergencies when our help was deemed necessary.
- Performed other duties as detailed by my superiors

Credentials and Awards

Apple Desktop Support (OS 10)
Apple Server Support (Xserve)
Certificates Awarded Apple Canada
Calgary, AB
2006

MS SQL Server Administration
Learnix Institute of Calgary
Calgary, AB
Certificate Awarded
2000

ITProject + Project Management
InfoGem Institute of Technology
Certificate Awarded
Calgary AB
2002

Computer Information Systems
Bachelor of Science Degree Awarded
3 year course
DeVry Institute of Technology
Calgary, AB
June 1995

Computer Information Systems
Diploma Awarded
2 ¾ year course.
DeVry Institute of Technology
Calgary AB
Feb 1995

References

Pam Busby (Cowan)
Professional Writer and Journalist, Regina SK
phone: 306-536-2178

Jason Roske
I.T Professional and former manager at Postmedia (The Regina Leader Post)
phone: 306-781-5217

Ibrahim Ali
Systems Analyst, Regina Immigrant Women's Center
email: ibr.moha.ali@gmail.com
phone:306-519-6284