

Bradley Gillap

bradgillap@gmail.com
<https://www.bradgillap.com>

Education

Computer Systems Technician - Niagara College 2015 - 2017

- Contributed code to the C.S.T. team for the Design Smart web competition.
- Elected for the Student Choice Award for peer engagement.
- Elected for the Associative Director Award in excellence.
- Graduated with honors.

Relevant Employment History

Network Administrator – District School Board of Niagara 2017-
Present

- Researched, configured, delivered, and deployed network device infrastructure.
- Created detailed building maps for Aruba wireless infrastructure.
- Worked with contractors and vendors in procurement of equipment.
- Tracked the projects continued status of work completed.
- Wrote scripts to automate tasks in PowerShell and SecureCRT.

Student I.T Support – Niagara College 2015-2017

- Built solutions for updating and maintaining existing college end user systems.
- Worked with faculty to design solutions for program specific software.
- Monitored, assigned, and deployed solutions for day to day ticket traffic.

Faculty Assistant – Niagara College 2016-2017

- Developed the semester's lab work for students learning Microsoft Server 2012 and Docker.

- Installed enterprise equipment and lab upgrades to improve the learning environment.

Student Support Technologist – Niagara College

2015-2017

- Assisted students with their daily technology hurdles.
- Provided individual training for faculty members using tools provided by the institution.
- Gathered insight from library staff to code software that bridged difficult instructions into automated solutions for students.
- Gathered statistical data from students and wrote reports presented by the library Director to the Executives.
- Managed student employee scheduling and assisted them in their role.

Hardware Technologist – Niagara College

2013

- Demonstrated leadership by managing three employees to gather and centralize storage of technology equipment not in use.
- Built academic program dependent specific software images and combined similar images for shared lab space.

Apple Help Desk Agent - Minacs

2009 - 2012

- Maintained a 97.7% first contact resolution with clients.
- Procured and designed informational resources for teammates when new issues surfaced.

Computer Store Manager - Performance Computers

2003 – 2009

2012 – 2014

- Designed and implemented shop processes for automating repairs.
- Modified an existing open source ticket system to better suit the business and provide customers with an automated way to check their repair online.
- Delivered presentations at small business group community meetings on security and economics.
- Mentored students from high school and college co-operative programs.