

# Tapiwa Z. Ush

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## Professional Experience

### INSTACART — Calgary, AB

Technical Support Engineer, August 2023 – March 2024 (Contract)

- Provided technical support in resolving problems (troubleshooting, incident response, bug triaging and fixing) and supporting execution plans for systems/application upgrades, patches and bug fixes
- Ran queries against our database with PostgreSQL syntax, CRUD operations to make changes to our clients data
- Automated tasks on the Cloud via Kubernetes cron job's, ensuring tasks such as chain sync's are performed on a scheduled basis
- Utilized Postman & Jenkins to automate the deployment and application of scripts and APIs
- Website configurations, launches and integrations managed with Git & GitHub, new yaml code submitted to production via pull requests
- Leveraged JIRA to create, track, escalate and resolve tickets for our enterprise clients as well as create and update documentation
- Python scripting to automate tasks such as ingesting files and new data, caching, perform config updates, and export data
- Worked with Technical Account Managers, CSMs, and various Engineering teams, to react to a critical support ticket in which multiple departments may be required
- Assisted in running tests and performing tasks for clients within UAT/Staging environments to enhance the customer experience
- Drafted new documentation where knowledge gaps were present, updated existing docs, and provided feedback to docs and training strategies

### TOWN OF ORANGEVILLE — Orangeville, ON

Enterprise Applications Support Engineer, July 2023 – September 2023 (Contract)

- Oversaw the development of the application architecture project management, implementing enterprise architecture frameworks (TOGAF) which reduces redundancy, complexity and information silos and business risks associated with the Town's investments.
- Provided 2nd level support of enterprise applications and interfaces such as Microsoft Dynamics GP, FMW, Dayforce, CityWorks, Perfect Mind, GHD Web services, and APIs through prioritizing, triaging, and resolving requests within their SLA.
- Developed and maintained required system and database upgrade documentation and other IT knowledge-bases (ServiceNow, ITGlue knowledge base)
- Validate requirements for changes to existing and new business information systems and assist with development of user acceptance testing and delivery of end user training
- Co-ordinated tasks between multiple parties including stakeholders and vendors on projects, RFIs, troubleshooting issues, and user-training
- Administered, managed and maintained the Linux Ubuntu server through security & permissions, performance, up-time, and reliability

### RESOLVER INC. — Toronto, ON

Applications Support Analyst, Jan. 2022 – April 2023

- Provided remote support to end-users for software specific issues or administrative tasks, meeting SLA policy standards for clients such as Meta, NFL, Kraken, JPMorgan and many others to meet their Risk and Incident Management standardization, meeting compliance, and ensuring they meet regulations
- Supported clients in many industries worldwide including Healthcare, IT, Corporate Security, Incident & Risk Management, Banking and Government bodies
- Managed new regulatory content for customers, and ensured abidance by keeping all standards updated for Governance, Risk and Compliance (GRC), such as ISO27001, GDPR, NIST, SOC2, PCI, and more
- Leveraged API calls to troubleshoot issues pertaining to SSO, MFA, IP authorization & application functionality
- Developed and executed Powershell scripts for retrieving, or purging mass amounts of customer data, and Active Directory management and automation
- Assisted in answering technical questions, RFPs and RFIs with Sales teams to provide further insight on the SaaS/Cloud environment software
- Performed stress-tests on applications to ensure robustness for the overall program and updated features
- Documenting new operating procedures, and providing feedback to new and working operational procedure
- Collaboration with the support team, and across departments with accounts managers, DevOps, QE, & Product Development teams to coordinate new feature releases
- Demonstrated ability to adhere to strict customer-service values, providing service to all levels of staff
- Utilized ZenDesk and JIRA/Confluence to troubleshoot and escalate end-user issues, detail bugs and QE updates
- Demonstrated ability to adhere to strict company security protocol and procedure. Met ISO27018 standards to protect customer data.

### BROKERLINK INC. — Toronto, ON

Systems Support Analyst, May 2021 – November 2021 (Contract)

- Troubleshooting MS Exchange issues, and MS 365 Office applications issues, and general Windows 10 problem-solving
- Provided remote support to employees, inbound support via email, chat, & phone, fast responses to SLAs
- Trained staff on newly acquired computer and A/V equipment during initial hardware implementations
- Advised senior staff on procuring A/V equipment for board-meetings and presentations
- Documenting new operating procedures, and providing feedback to new and working operational procedure
- Exercised administrative responsibility with facility in access control for end-users on the network
- Utilizing ZenDesk in accordance with standard operation procedures to troubleshoot and escalate end-user issues
- Collaboration with senior analysts, business analysts, and managers for new IT projects and brokerage acquisitions
- Integrated dozens of new Insurance companies (JW Davis, Kuhn & Assoc.) through mergers and acquisitions, handling on-boarding batch requests
- Leveraged Citrix to work in a hosted environment, providing troubleshooting within a virtualized network, utilizing Microsoft Azure at the Cloud level for user management
- Demonstrated ability to adhere to strict customer-service values, providing service to all levels of staff
- Developed front-end of the company website (HTML & CSS) with new features for employee notifications

### ROGERS TELECOMMUNICATIONS — Toronto, ON

Technical Support Consultant, Jan 2020 – Jan 2021

- Provided remote support to customers, communicated desktop technical support cases through inbound phone calls.
- Ensured compliance with established internal control procedures by examining records, reports, operating practices, and documentation.
- Preparing reference material for technicians by running diagnostics and gathering performance analytics on networks using internal tools.
- Capable of explaining complicated telecommunications concepts to non-technical professionals.

## EDUCATION

### SENECA COLLEGE, School of Software Design & Data Science — Toronto, ON

Dipl. Computer Programming – December 2020

- **Course Highlights:** C/C++, Java, TypeScript/JavaScript Programming, Systems Analytics, IT Project Management, SQL Database Programming, Web Design, Computer Architecture

## Technical Proficiencies

- **Languages:**
  - Application: C, C++, C#, Python, Java, Ruby
  - Web Development:

- Front-End: HTML & CSS, SCSS, JavaScript, TypeScript,
  - Back-End: NodeJS, MongoDB, PostgreSQL
- Scripting: Bash, Powershell, Perl
- Database: Oracle SQL, DB2, RPGLE
- **Software**
  - Management: Microsoft Office - MS PowerPoint, MS Word, MS Excel, MS Access, Adobe Suite, Google Suite, HRIS: UltiPro, UKG, DayForce
  - Geospatial Analysis: QGIS, ArcGIS, Spyder, GeoPandas
  - Creative:
    - 3D Modeling & A/V: Blender, Unity, OBS
    - Adobe Creative Cloud – Photoshop, Illustrator, InDesign
  - **Operating Systems: GNU/Linux, Microsoft Windows 10/11, Mac O/S, Windows Server 2016/2022**