

Jason Hilani

Current Job: Service Desk Technician at CGI.

Profile

Being drawn to computers from a very young age, I've become a very adept user and gained a good amount of general knowledge from solving my own computer issues and dealing with viruses. My main interests lie in **programming, software development and video game development/programming**; and I have experience with multiple programs and programming languages.

I also have a website for my video game developer portfolio: <https://www.jasonhilani.com/>.

Work Experience:

CGI (08/2018 to Today)

- Diagnose, troubleshoot, resolve, and monitor incidents or service requests reported by the client, whether it be hardware or software-related (printer, cell phone, web browser, MS Office Suite, etc.)
- Resolve technical problems in different Microsoft Windows Operating Systems
- Log, document all troubleshooting steps and resolution activities within the incident management tool
- Follow standard service desk procedures
- Assign non-resolved incidents or service requests to the appropriate support team, identify, and escalate incidents requiring urgent attention and action
- Able to work and adapt for multiple clients within the same time-period
- Being fully independent even when creating and broadcasting a Priority 1 Multi-User incident ticket (e.g.: All of 911's network being down)

Synergie Hunt Customer Service Agent (01/2018-08/2018)

- Did training as a cashier/teller for banks to work for Desjardins. I had the responsibility of helping clients; processing transactions; keeping track and organizing cheques and bills; protect client information and property; being on the lookout for potential money laundering and/or terrorism financing.
- Helped at a mail warehouse at the Complex Desjardins. I was sorting mail; opening packages and sorting them; helping for closure; giving notice to any errors and inconsistencies; helping newbies; and other tasks.

Ultramar Cornerstore Gas Station Attendant (06/2016 to 08/2017)

- Having the responsibility of both working the cash register and maintaining the store. Tasks included cleaning, product facing, preventing gas theft or reporting it, coffee refills, helping clients, watching the store, product refills and disposing of expired products. There would also be differences in tasks depending on the day of the week.

Technical specializations

Java; Object Oriented Programming; C++; C#; Unity, Unreal Engine 5, and various other game engines;
Active Directory; Microsoft Office; Microsoft Exchange;
VPN; Symantec; McAfee EMM / BES 12 / BlackBerry
UEM; SAP;
Dameware, SCCM; AVAYA; Citrix; SingleView; OneBill

Education

Concordia University, BFA in **Computation Arts + Computer Science**
Dawson College, DEC in IMA (Interactive Media Arts)