ALVY TOMS

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PROFESSIONAL SUMMARY

Software Development & Network Engineering student at Sheridan College, graduating September 2026, with hands-on IT support experience across multi-channel environments. Proven ability to troubleshoot hardware, software, and network issues, manage end-user devices, and deliver exceptional client experiences in fast-paced settings. Seeking a co-op, internship, or entry-level IT support role.

TECHNICAL SKILLS

Languages: Python, Java, C, C#, Flutter/Dart, JavaScript, HTML/CSS, SQL
Databases: MySQL, Supabase, DynamoDB, Relational Schema Design
Networking & Systems: Network Infrastructure, TCP/IP, Windows/Linux, System Security, AWS/Azure, Wi-Fi Analysis, IoT
DevOps & Tools: Git, Postman, Visual Studio, JIRA, Confluence, LaTeX
Mobile & Game Development: Flutter, Dart, iOS/Swift, Unity, Android, Vue.js, ASP.NET Core
IT Service Management: Incident Management, Ticketing, ITIL, Agile/Scrum

PROFESSIONAL EXPERIENCE

CLIENT EXPERIENCE & TECHNICAL SUPPORT SPECIALIST

Beck Taxi, Toronto, ON | January 2026 – Present

- Deliver multi-channel support to drivers, customers, and internal staff via phone, email, and in-person, ensuring prompt and effective resolution of inquiries and technical issues
- Operate and support the iCabby dispatch system to facilitate smooth daily operations and coordinate driver activities
- Troubleshoot and maintain tablets and mobile devices used by drivers, minimizing technical disruptions and ensuring continuous fleet readiness
- Bridge the gap between customer experience and technical operations, applying strong communication skills to resolve issues and improve service delivery

AI TECHNICAL WRITER

GAO Tek Inc., Toronto, ON | February 2025 – May 2025

- Researched and documented AI technologies, tools, and best practices for internal and external technical audiences
- Created clear, concise technical documentation and guides for AI-related products and services
- Collaborated with development and product teams to ensure accuracy and alignment with project objectives

TECHNICAL SUPPORT SPECIALIST

G Tech, India | April 2022 – May 2023

- Handled 20+ daily IT support requests across calls, tickets, emails, and live chat; provided Level 1 troubleshooting and user support
- Diagnosed and resolved hardware, software, and network issues both remotely and in person with strong technical troubleshooting methodology
- Managed user account requests including account setup, password resets, and software and device configuration

EDUCATION

Computer Systems Technology - Software Development & Network Engineering
Sheridan College, Brampton, ON | May 2023 – September 2026

Activities and Societies: Peer Mentor, Student Union, Event Management, Campus Activities, Student Election Volunteer