

Sylvain Amyot

sylvainamyot@mytechsupport.ca

Fluently Bilingual (English and French)

Objective: To obtain a position with a dynamic enterprise and participate in its growth.

Experience: **Database Systems Analyst** **Nov. 2000 to Present**
International Development Research Centre *Ottawa, Ontario*

Was responsible for providing operational and technical support for the systems and corporate applications utilizing database technologies (Oracle and SQL Server). Assisted the corporate Helpdesk and the other Infrastructure Support Unit analysts, by providing second line technical support for issues on the RDBMS based applications, operating system softwares and servers, including Regional Office MIS supported systems.

Helpdesk Analyst **Feb. 1999 to Nov. 2000**
International Development Research Centre *Ottawa, Ontario*

Provided timely and front line support to Centre staff in the use of Centre supported software and hardware. Coordinated prompt and efficient problem resolution and provided backup support to critical IT infrastructure components (LAN administration, Corporate applications support, Telecommunication and Internet/Intranet administration). Maintained and analysed logs of calls and provided regular reports. Made appropriate recommendations to MIS management regarding problem and change control. Also administered Heat Call Logging software/database (Oracle 7) and kept Centre virus free.

Computer Service Technician **Aug. 1995 to Feb. 1999**
Inly Systems International Inc. *Ottawa, Ontario*

My main duties were to troubleshoot hardware and software problems and upgrade systems in the shop and onsite. Also to assemble and configure new computer systems for system orders, answer the phone for the helpdesk support service and work the service counter providing support and guidance to customers. Also to train new employees in company procedures and provided assistance if needed.

Assembly Technician **Feb. 1994 to June 1995**
Digital Equipment of Canada *Kanata, Ontario*

Assembled, configured and tested modules for microcomputers. Also tested and debugged modules for Alpha Axp based servers.
Certified: ISO 9000, WHMIS, ESD

Education: 11i Install, Patch, and Maintain Oracle Applications **April 2006**
Oracle University *Certificate*

11i Install, Patch, and Maintain Oracle Applications provides students with a basic understanding of the Oracle Applications architecture, database and file system. This course teaches the concepts and skills required for an Oracle Applications DBA and system administrator.

Backup, Recovery and Server Tuning for Oracle **August 2002**
Learning Tree International *Certificate*

This course is designed to gain extensive hands-on experience employing backup strategies and recovery techniques on Oracle systems. The experience gained will allow to troubleshoot a range of problems, including block corruption, invalid user input, poor resource allocation and lock contention.

“Training the Trainers” - Technical Hands-On **March 2000**
Workshop on Malicious Code *Certificate*

RCMP - Technical Security Branch

To provide the technical background on malicious code to selected trainers who are assigned to give technical sessions on malicious code within their departments. Contents: Theory on malicious code, Information on latest types of malicious code, Virus detection and prevention techniques, Virus behaviour in Operating Systems and applications, Hands-on exercise using various types of malicious code.

Introduction to Datacomm and Networks **January 2000**
Learning Tree International *Certificate*

This course provided a thorough understanding of how the basic networking components work, and how they're put together to implement a system. It covered how to apply fundamental datacomm and network concepts and terminology, work with datacomm hardware and software components, evaluate leading-edge network technologies, utilize key network protocols and standards, choose local and wide area networks, and enhance network reliability and security with management tools and techniques.

Oracle 8 Database Administration **September 1999**
Learnix Inc. *Certificate*

This course is designed to give the Oracle Database Administrator (DBA) a firm foundation in basic administrative tasks. Participants will gain the necessary knowledge and skills to set up, maintain and troubleshoot an Oracle7 or Oracle8 database. This course will address frequently asked questions from Oracle Worldwide Support that will prepare participants to troubleshoot "real world" issues. In addition, this course is designed to prepare participants for the Oracle Professional certification exam.

**Seagate Crystal Report
Introductory Report Design Version 7**
Educom Training Systems

August 1999
Certificate

This course was designed for beginner to intermediate Seagate Crystal Reports user who needs to quickly become proficient in creating and modifying reports. Some of the topics include creating a basic report, record selection, sorting, grouping and summarizing, basic queries, exporting to other formats, and formulas.

**Introduction to Oracle:
SQL and PL/SQL Fundamentals**
Learnix Inc.

July 1999
Certificate

Explore the Lifecycle Development Phases, Write and Execute a Basic SQL Statement, Examine Single Row Functions, Create Tables and Views, Control User Access, Write Executable Statements, and Work with Composite Datatypes.

Heat CallLogging
ExecuTrain Canada

March 1999
Certificate

This course dealt with the administrative maintenance and customization of the HEAT system. Some of the HEAT system modules studied were CallLogging, First Level Support, Auto escalation, Auto Ticket Generator, Heat Alert, Heat Administrator, Management Tools, and Load Heat.

Digital Electronics Technician
Herzing Career College

October 1993
Diploma

Courses Studied Dealt with:

AC/DC Circuits, Transistors Circuits, Digital Electronics, Introduction to Microprocessors, Peripheral and Troubleshooting, Xerographic Process, Data Communications, Theory of Networking, Operating Systems: Ms-Dos and Unix, Applications Software: Windows, WordPerfect, Lotus 1-2-3... and Customer Relations.

Completed Course with GPA of 3.93/4.00

Knowledge: *Software:* Microsoft Windows Family, Oracle Database and E-Business Suite, Microsoft SQL Server, MySQL, Seagate Crystal Reports, Heat Call Logging, HP Insight Manager and more...

Hardware: HP Proliant Servers, HP MSA1000 Storage Area Network, HP MSL5000 StorageWorks Library, PC Desktops, and more...

Certification: A+ Certified Service Technician

References: Available upon request