

# Angel Clarke

Saskatoon, Saskatchewan  
(306) 850-7659 | angelclarke03@outlook.com

## Skills and Abilities

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### Professional and Efficient Customer Support

- Successfully completed courses in Professional Competencies as well as Support & Service Management.

### Spreadsheets and Ticketing Systems

- Skilled at maintaining documentation using Microsoft Office applications as well as ServiceNow.

### Virtualization

- Trained on the creation and management of virtual machines using Oracle, VMware, and Microsoft softwares as well as Virtual Desktop Infrastructure solutions.

### Network Administration and Troubleshooting

- Experienced in different networking protocols, network models, and individual device configurations.

### Computer Hardware

- Practical experience in managing and troubleshooting information technologies in a professional environment.

## Education

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### University of Saskatchewan

Bachelor of Science, Computer Science (2nd Year)

Saskatoon, SK  
June 2023 - Present

### Saskatchewan Indian Institute of Technology

Information Technology Support Specialist Certificate with Distinction

Saskatoon, Saskatchewan  
September 2022 - May 2023

### Sun West Distance Learning Centre

High School Diploma

Prince Albert, Saskatchewan  
September 2018 - June 2022

## Work Experience

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### WBM Technologies

Deskside Coordinator / Tier 2 IT Technician

Saskatoon, SK  
May 2024 - July 2025

- Assigned escalated tickets based on technician's workloads and expertise
- Followed knowledge base articles to complete requests for software installations, Exchange changes, and other access requests
- Resolved technical incidents involving permissions, software, and hardware in a timely manner
- Provided customer support remotely as well as on-site
- Maintained confidentiality of the client's employees and company information

### Indigenous 1st Designs

Sales Associate

Saskatoon, SK  
June 2022 - January 2024

- Provide excellent customer service
- Operate and troubleshoot problems with Point of Sale Systems
- Maintain and update stock records using inventory management software
- Operating cash registers, managing transactions, and balancing drawers

### Saskatoon Tribal Council

Work Placement

Saskatoon, Saskatchewan  
May 2023

- Perform asset tagging, labeling, and accurate data entry for company devices to ensure efficient inventory management
- Conduct initial setup and configuration of company devices, ensuring they are ready for immediate use by employees
- Provide on-site user support, troubleshoot technical issues, and assist employees with device-related queries
- Maintain documentation, logs, and adherence to security protocols for asset management, ensuring streamlined processes and data confidentiality

## **Value Village**

Sales Associate

- Ensured high level of customer satisfaction through excellent sales service
- Assessed customers needs and provided assistance and information as needed
- Maintained safety and cleanliness of the store by performing safety sweeps
- Maintained retail stock through general recovery of the store

Prince Albert, Saskatchewan

August 2020 - January 2021

## **Volunteer Experience**

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### **Prince Albert Parkland Health Region**

Number of Hours: 50

PAPHR and Herb Basset Volunteer Program

- Assisted elderly residents with eating
- Spending quality time with residents to promote meaningful engagement and interaction
- Served ice water to hospital patients
- Maintained cleanliness and organization of the units

Prince Albert, Saskatchewan

October 2016 - March 2017

## **References**

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Casey Reid, Deskside Team Lead

WBM Technologies

caseyreid33@gmail.com

Andrea Custer, Store Owner

Indigenous 1st Designs

306-314-7125

acuster@firstnationsuniversity.ca

Shauna Dessureault, Human Resources Administrative Assistant

Foran Mining

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