

Cody Lusk

Technical Support Engineer

Toronto, Ontario 
+1-647-523-0430 
cody@codylusk.com 
cody-lusk 
www.codylusk.com 

- CompTIA A+, CompTIA Linux+, CompTIA Network+ and CompTIA Security+ certified.
- Hard working individual who wants to excel in the field of Information Technology by always further developing my skills both while on the job and in my free time.
- Proficient in computer hardware and software including servers, networking and mobile.
- Experience with Linux, Mac, Windows, Android and iOS.

Skills

- Troubleshooting
- Customer Service
- Microsoft Windows
- Microsoft Windows Server
- Web Design
- Linux
- Networking
- Technical Support
- Virtualization
- Infrastructure Deployment

Experience

DECEMBER 2017 – NOVEMBER 2019

Sr. Technical Support Engineer / Symantec Corp. Canada

Provide advanced-level support for Symantec's Enterprise and Business clientele

Product support for gateway security products (Email Security.cloud, Web Security.cloud)

Collaborate with infrastructure, network, product management and support teams in different regions

Utilize a vast variety of network troubleshooting tools including ping, telnet, openssl s_client, tcptracert and Dig

Assist customers in configuring their Email gateways with best security practices, including implementation of two-Factor Authentication (2FA), Sender Policy Framework (SPF), DomainKeys Identified Mail (DKIM) and Domain-based Message Authentication, Reporting & Conformance (DMARC)

JULY 2015 – AUGUST 2017

Project Manager / Aizan Technologies Inc.

Build and Support Cloud-based IVR systems

Provide Customer Service via Phone, Email and Ticket system Troubleshoot SIP and TDM networks

Deploy and Support HCC (Hosted Contact Center) solutions Configure Cisco and Polycom VoIP phones

Log and track support tickets

APRIL 2015 – JULY 2015

IT Support Assistant / Wentworth-Halton Xray and Ultrasound Inc.

Workstation Deployment (Windows XP, Windows 7)

Migrate Windows XP to Windows 7 including virtualization

Perform hardware maintenance

Provide on-site troubleshooting support

Windows Server Deployment (2003 R2, 2008 R2, 2012 R2)

MARCH 2014 – MARCH 2015

IT Systems Technician / Robokopp Technologies Inc.

Provide technical support and consulting to several small and medium sized businesses in multiple different industries (Including Manufacturing, Industrial, Dental, Accounting and Education)

Deploy and troubleshoot PCs, Thin Clients, and Servers running Windows 7 (Embedded), 8 (8.1, Embedded), Server 2012 and 2012 R2

Deploy and support Office 365 environments

Support mobile platforms including smartphones and tablets

Provide troubleshooting onsite, though email and via remote support

Act as a Server Administrator, Network Administrator, and Systems Technician

Education

JANUARY 2012 – JANUARY 2014

Information Technologies Support Services / Sheridan

GPA 3.41

- Network design and maintenance
- Operating systems and databases
- Website design
- Call tracking and customer service
- Network security
- Virtualization and cloud computing

Activities

My free time is spent managing a dozen virtual and bare-metal servers. These servers are host to a number of Wordpress-based websites and used for experimenting with new and emerging software. Some services running on these servers are Docker, Webmin/Virtualmin, Cyberpanel, LiteSpeed Web Server, Nginx, Postfix, OpenVPN, KVM and many others. The services are also monitored and secured with log aggregators, different vendor firewalls and various security tools.