

Amanda Charter

✉ acharter09@outlook.com | 📞 [REDACTED]

Summary

Information Technology diploma graduate with practical experience with Windows Server environments, system administration duties and network support in a government organization. A proven ability to manage high-stress and problem-solve critical incidents with a strong background in physical security. Focused on improving and advancing within the IT systems management field.

Technical Skills

Systems Administration:

Install, configure, and maintain servers (Windows & Linux). Manage user accounts, permissions, and access control. Troubleshoot hardware and software issues.

Network Services:

Manage DNS, DHCP, IPAM, Email, File sharing, Print services. Monitor and manage network-based services and protocols. Administer VPN and remote access services. Manage Certificates and authentication services.

Networking:

Design, configure and maintain LAN/WAN infrastructure. Manage routers, switches, firewalls, and access points. Implement and maintain security policies.

Virtual & Cloud Computing:

Deploy and manage virtual machines (VMware, Hyper-V). Manage cloud storage (Nextcloud). Implement and maintain containers (Docker, Kubernetes).

Automation & Programming:

Automating tasks in Linux and Windows environments, using PowerShell, Terminal, and Command Prompt, Python and script building.

Security:

Monitor Systems and networks for threats and vulnerabilities. Implement and manage firewalls, and SIEM tools. Manage identity and access management. Enforce security policies and procedures. Provide security awareness.

Education

Information Technology Systems Management and Security, Diploma

Nova Scotia Community College, Truro, NS

Expected Graduate: Spring 2026

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Corrections and Law Enforcement, Diploma
Maritime Business College, Lower Sackville, NS
Graduated: Fall 2024

Projects

AD to Go:

A self-directed study at the NSCC in Truro

Brief Summary:

AD to Go is an application created for a self-directed study in order to graduate from the ITSMS program.

The Purpose:

This application is capable of allowing System Administrators to access Active Directory services from their work phone. This allows them to help with password reset requests and permission requests without having to be tethered to their desks.

Main Roles:

Project Lead/Project Manger (Lone project).

Fort Faux:

A Capstone project at the NSCC in Truro

Brief Summary:

Fort Faux is a capstone project that was created by a team of 4.

The Purpose:

To create a faux educational centre network infrastructure with security being the main focus. Red Team vs. Blue Team exercises were exercised to test the infrastructure.

Main Roles:

Documentation/Security Analyst

Related Work Experience

Summer PC Technician

Municipality of Colchester, Truro, Nova Scotia

May 2025 – September 2025

- Lead the research, testing, and training of EZ-Vote software to modernize the voting process for the municipal Council.
- Helped maintain the physical infrastructure across many municipal sites by implementing firewall devices such as Sonicwall & FortiGate.
- Resolved technical issues via SysAid by remote access, email, and on-site visits.
- Configured and deployed workstations, laptops, docks, and mobile devices to work within the company's domain.

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- Created the technical support documentation to assist multiple employees/future technicians with technical issues.

Technical Support Representative

HGS, Kentville, Nova Scotia

November 2016 – June 2019

- Delivered professional and empathetic customer communication, consistently maintaining a positive and composed demeanor in high-pressure, fast-paced environments
- Diagnosed and resolved a wide range of technical issues efficiently, balancing speed with thoroughness to achieve high levels of customer satisfaction
- Demonstrated strong proficiency with multiple computer systems to accurately document cases and streamline support workflows
- Collaborated with internal teams to escalate complex issues and ensure timely, effective resolutions.
- Built rapport with customers through clear, jargon-free communication, translating technical information into easily understandable guidance

Soft Skills

Ethical decision making
Integrity
Adaptability
Attention to detail
Problem solving
Professional communication

Critical thinking
Conflict resolution techniques
Flexibility
Emotional Intelligence
Leadership
Training