

Jennifer Choubassi

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HIGHLIGHTS

Versatile IT and software development professional with hands-on experience supporting enterprise and remote network environments, combined with a strong software development background. Skilled in Cisco switching, Layer 1–3 troubleshooting, and network monitoring, with practical experience in C++, Python, and Java that strengthens system-level debugging, automation, and problem-solving. Known for clear documentation, efficient incident resolution, and reliable service delivery.

PROFESSIONAL EXPERIENCE

Canadian Mountain Holidays

September 2025 – Present

Network Technician

Banff, AB

- Perform on-site installation, replacement, and maintenance of network infrastructure across 15 sites, including Cisco switches, firewalls, and WAN equipment.
- Conduct network cutovers and equipment refreshes, ensuring minimal downtime during live transitions.
- Configure and maintain Cisco switches (VLANs, access/trunk ports, layer 2/3 connectivity) to ensure reliable operations.
- Support and maintain Palo Alto and VMware SD-WAN appliances, performing health checks and troubleshooting.
- Monitor network health and performance using PRTG, SolarWinds, Panorama, and VeloCloud UI, identifying and actioning issues proactively.
- Troubleshoot layer 1-3 issues, including cabling, port status, IP addressing, and routing faults.
- Deployed a secondary DHCP server with failover configuration to improve network reliability and redundancy.
- Created and configured virtual machines using vSphere to support internal infrastructure and service deployments.
- Assist with Windows Server administration, including DHCP configuration, server provisioning, and network troubleshooting.
- Collaborate with network engineers to implement infrastructure changes across multiple sites.
- Document site configurations, hardware changes, and troubleshooting steps to support long-term maintenance.

Government of Canada - Indigenous Services Canada

January 2024 – June 2025

Support Technician

Edmonton, AB

- Provided Tier 1 & Tier 2 support for Microsoft 365 services, including SharePoint Online, Teams, OneDrive, and Outlook.
- Administered Active Directory for 1,000+ users, managing secure access, permissions, and account provisioning.
- Resolved 100+ incidents monthly using ITIL-aligned practices, maintaining a 98% resolution rate.
- Supported cloud-based and government systems, troubleshooting hardware, software, and access issues.
- Standardized internal documentation and workflows, improving knowledge sharing and onboarding efficiency.
- Mentored student employees and authored a monthly IT newsletter on technology and security updates.

Software Projects

June 2020 - Present

Academic & Self-Directed

Edmonton, AB

- **Secure TCP Server (C++)** – Developed a secure client-server model with RSA key generation and CBC-mode encryption for encrypted message transfer.
- **FTP Server (C++)** – Implemented file transfer over sockets with command handling and IPv6 support, simulating basic FTP functionality.
- **Personality Quiz Web App (HTML, CSS, JS, Python)** – Created a single-page application with a dynamic frontend and Python backend. Parsed user input, generated psychological profiles, integrated external APIs to improve UX,

and displayed feedback. Packaged and deployed the full stack using Docker for containerized execution.

- **Inverted Pendulum Controller (C++)** – Built a fuzzy logic system to balance a simulated pendulum using real-time physics and simple graphics.
- **8-Puzzle Solver (C++)** – Designed a command-line solver using search algorithms like A*, Uniform Cost Search, and heuristics. Includes animated and batch testing modes.

Undergraduate Researcher - Psychology Thesis

September 2019 – June 2020

Grant MacEwan University

Edmonton, AB

- Led an independent thesis study examining whether prolonged eye gaze enables accurate personality judgments using Big Five and HEXACO models.
- Designed and conducted controlled experiments with peer dyads and structured personality assessments.

Apple Inc

May 2022 – January 2024

Product Zone Expert

Edmonton, AB

- Delivered advanced technical troubleshooting and customer support across the Apple ecosystem.
- Led one-on-one and group training sessions, improving user confidence and technical proficiency.
- Mentored peers and contributed to workflow improvements that enhanced service efficiency.

SKILLS & INTERESTS

- **Languages:** English, Arabic.
- **Programming Languages:** C, C++, Python, Java, JavaScript, HTML & CSS.
- **Development Tools:** Git, GitHub, Docker, Boost C++ libraries, VS Code, Sublime Text, Eclipse.
- **Networking & Systems:** Cisco switching (VLANs, access/trunk ports), TCP/IP, layer 1–3 troubleshooting, SD-WAN, Palo Alto, Active Directory, Microsoft 365, Government Cloud, PRTG, SolarWinds, Panorama, VeloCloud UI.
- **Core Competencies:** Network & systems troubleshooting, incident resolution, documentation & process standardization, training & mentoring, workflow optimization.

EDUCATION

Massey University

November 2025

Bachelor of Science, Computer Science

- Focused on C++, Java, data structures, OOP, AI, web development, and embedded systems. Gained hands-on experience in systems programming, client-server architecture, and building interactive full-stack applications.

Grant MacEwan University

June 2020

Bachelor of Science, Psychology

- Specialized in cognitive and perception psychology. Gained experience in experimental design, data analysis, and scientific writing using MATLAB and LaTeX.