



TYLER LONG

IT SPECIALIST | WEB ANALYST

CONTACT

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- 📍 Calgary AB, Canada
- 🌐 TLProjects.ca

EDUCATION

2018-2022

ST. FRANCIS XAVIER UNIVERSITY

- Bachelor of Business Administration
- Major: Finance
- Minor: Computer Science

SKILLS

- Project Management
- Team Collaboration & Coordination
- Time Management & Prioritization
- Leadership & Mentorship
- Effective Communication
- Critical Thinking & Problem Solving
- Workflow Automation
- Process Improvement
- Continuous Learning
- Reporting & Data Visualization
- Technical Support

LANGUAGES

- English (Fluent)
- French (B-B-B)

PROFILE

A detail-oriented IT professional with extensive experience in web analysis, IT security, and support. Highly skilled in Microsoft 365, SharePoint, PowerApps, Power Automate, PowerShell, and system maintenance. Proven expertise in troubleshooting, workflow automation, and optimizing IT processes. Proficient in web development languages, including HTML, CSS, JavaScript, and Python. Adept at leveraging technology to enhance operational efficiency, streamline processes, and drive innovation within organizations. Passionate about continuous improvement and delivering effective solutions to complex challenges.

WORK EXPERIENCE

Government of Canada (AGR)

2023 - 2025

Web Analyst

- Managed SharePoint environments for optimal performance and security.
- Automated workflows with PowerApps, Power Automate, and custom code to enhance efficiency.
- Developed PowerShell scripts for task automation and system maintenance.

Government of Canada (SSC)

2023 - 2023

IT Security Analyst

- Provided Tier 2 support and resolved technical issues through ticket management.
- Managed user profiles and systems with Active Directory, Microsoft 365, and Azure.
- Delivered technical guidance and supervised FSWEPS students.

Chignecto Central Regional Centre for Education

2024 - 2025

Information Technology Support Specialist

- Repaired and imaged laptops and Chromebooks across multiple schools.
- Tracked assets and managed technology support requests.
- Provided hands-on troubleshooting for hardware/software issues in classrooms.

REFERENCE

Mike Laponsee

(SSC) / IT-03

Phone: (506) 530-4287

Kendra MacDonald

STFX IT SERVICES MANAGER

Phone: (902) 870-2565