

PETER POTVIN

Phone: (613) 602-6656
Pembroke, ON K8A 2J2 Canada
Email: peter@peterpotvin.com

OBJECTIVE

I am a results-driven professional with a background in IT and sales, seeking a challenging and rewarding role in network, system or office administration, technology sales, or system repairs. My expertise includes configuring and monitoring network systems, troubleshooting hardware and software difficulties, performing system diagnostics, and providing technical support to end-users. Additionally, I have extensive experience in sales and business operations, including transaction processing, customer service, engagement, and needs assessments. As a highly motivated and tech-savvy individual, I am confident in my ability to excel in any dynamic and fast-paced work environment.

CORE COMPETENCIES

- Linux/Windows System Administration
- Technical Support
- Enterprise Network Administration
- Computer System Hardware Repairs
- Border Gateway Protocol
- Business Operations
- Customer Service
- Transaction Processing
- Troubleshooting
- Ansible, Python and Bash
- Teamwork
- Transaction Processing

EDUCATION

Ontario Secondary School Certificate

Fellowes High School
Pembroke, ON – 2019

WORK EXPERIENCE

SENIOR SYSTEMS ENGINEER (REMOTE)

Oct 2021 – Present

Path Network, Inc. & Tempest Hosting, LLC

Pembroke, ON

- Monitor and improve an enterprise network with 13+ Terabits per second of global network capacity.
- Acquire, deploy, install and troubleshoot server and network hardware in 18+ Points of Presence.
- Monitor and manage social media such as Crisp (Live Chat), Discord and Twitter.
- Manage, plan and attend daily and weekly meetings with customers, contractors and employees.
- Utilize industry-standard platforms (WHMCS, DCImanager and Pterodactyl) to support and manage client services.

CEO AND EXECUTIVE DIRECTOR

Jun 2020 – Present

Accuris Technologies Ltd.

Pembroke, ON

- Manage all aspects of the company's operations, including sales and marketing, finance, human resources, and customer service, ensuring alignment with business objectives and priorities.
- Build and maintain strong relationships with key stakeholders, including clients, partners and vendors, fostering a positive and collaborative work environment.
- Maintain a deep understanding of market trends, industry developments, and emerging technologies, continuously adapting and evolving the company's offerings to meet changing customer needs.
- Monitor, maintain and troubleshoot server and network deployments utilizing tools such as LibreNMS, Ansible, Python, and Bash as well as debugging utilities such as cURL, dig, MTR and tcpdump.
- Acquire, deploy and continually manage network and Linux-based server hardware in core Points of Presence.

SALES ASSOCIATE**Jun 2019 – Oct 2021****The Source****Pembroke, ON**

- Greeted all Customers with a warm welcome upon entering the store.
- Established and acknowledged Customer needs to provide exceptional in-store experiences.
- Engaged Customers through demonstrating the value and capabilities of company products and services.
- Recommended the complete solution by cross-selling, adding-on, and bridging to RGU sales.
- Maintained Source knowledge and product knowledge by completing required training.
- Operated the POS to process sales, returns, exchanges, repairs, etc.
- Contributed to the team's success by achieving, monthly and quarterly sales targets.
- Adhered to the store Neat Clean and Organized standards.
- Merchandised according to current visual, advertising and promotional standards.
- Ensured price tags were current and correspond to the correct products.

CO-OP COMPUTER TECHNICIAN STUDENT**Feb 2018 – Aug 2018****Verona Computers****Verona, ON**

- Configured, monitored, and maintained email applications or virus protection software.
- Designed, configured and tested computer hardware, networking software and operating system software.
- Conferred with network users about how to solve existing system problems.
- Trained people in computer system use.
- Diagnosed, troubleshoot, and resolved hardware, software, or other network and system problems, and replaced defective components when necessary.
- Greeted customers and ascertained what each customer wants or needs.
- Described merchandise and explained the use, operation, and care of merchandise to customers.
- Computed sales prices, totalled purchases, and received and processed cash or credit payment.
- Answered questions regarding the store and its merchandise.
- Maintained records related to sales.
- Prepared merchandise for purchase.
- Ticketed, arranged and displayed merchandise to promote sales.
- Cleaned shelves, counters, and tables.
- Estimated the cost of repair or alteration of merchandise.

VOLUNTEER

COMMUNITY VOLUNTEER**Jun 2015 – Present****Pembroke Petawawa Lions Club**

- Assisting with planning fundraisers and community events.

MONTHLY PANCAKE BREAKFAST CASHIER/WAITER**Jul 2009 – Jun 2015****Pembroke Petawawa Lions Club**

- Processed cash and cheque payments efficiently.
- Dealt with customers professionally.
- Handled food with proper hygiene.

CERTIFICATIONS

- January 2019: Health Care Provider CPR
- December 2018: Standard First Aid – CPR C – AED
- February 2018: WHMIS Basic Awareness