

Benjamin Grandy, BSc

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IT Support Technician | System Troubleshooting | End-user Support

Detail-oriented and hands-on IT professional with a strong foundation in system troubleshooting, hardware support, and technical problem-solving. Experienced in diagnosing system issues, supporting Linux and desktop environments, and working in structured, fast-paced environments. Known for staying calm under pressure, resolving technical issues efficiently, and providing clear support to users. Eager to contribute to high-impact event operations and deliver reliable, real-time IT support.

Technical Skills

IT Support & Troubleshooting	Break/fix diagnostics, System issue identification and resolution, End-user assistance
Systems & Tools	Windows 10/11, Linux, Desktop setup and configuration, Networking fundamentals
Hardware & Infrastructure	Laptops, Desktops, Peripherals, and Device setup
Home Lab	Proxmox, pfSense, VLANs, DNS filtering
Systems Concepts	System troubleshooting, Performance diagnostics, Infrastructure automation
Technical Tools	Git, CLI tools, System monitoring utilities, LTTng, Perf, Trace Compass

Experience

Research Assistant, Brock University Jan 2023 – Nov 2024

- Diagnosed system issues by analyzing low level Linux system behaviour and identifying abnormal activity patterns.
- Developed Python and Bash scripts to simulate system issues and support abnormal behaviour hypotheses.
- Monitored system activity using diagnostic tools (LTTng), improving visibility into system performance and stability.
- Documented technical findings, troubleshooting steps, and system behaviour to support repeatable solutions.
- Worked in a collaborative environment requiring attention to detail and clear communication of technical results.
- Wrote peer-reviewed paper and presented novel findings at CASCON 2024 conference.

Course Coordinator, Brock University Sept 2022 – Dec 2022

- Coordinated course logistics, maintained course documentation, and supported communication between instructors and students.

Social Media Intern, Signify (Formerly Philips Lighting) May 2019 – Sept 2019

- Analyzed engagement and performance metrics to evaluate communication strategies and campaign outcomes.

Technical Projects

- Built and maintained a virtualized lab environment using Proxmox and pfSense.
- Configured VLAN segmentation, DNS filtering, and network services, simulating real-world IT environments.
- Performed system setup, troubleshooting, and configuration across multiple virtual systems.
- Diagnosed and resolved connectivity and system issues, strengthening hands-on IT support skills.

Education

BSc in Computer Science - Brock University

2023

Dean's List - Year 4

Certifications

Google Cybersecurity, CompTIA Security+, CCNA - In Progress