Luis S. Trestini

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# Education

09/2020 to 06/2022

**Diploma: Cyber Defence and Cloud Administration
Manitoba Institute of Trades and Technology** – 130 Henlow Bay

09/2016 to 07/2018

**High School Diploma: Bachelor of Science**
**Colegio Los Robles** – Valencia, Carabobo, Venezuela

# Work History

Since 04/2023

**Harrison’s Coffee Company** – Winnipeg, MB, Canada
**Barista**

* Serve goods of outstanding quality to keep up to consumer expectations.
* Converse with patrons and uphold exceptional service standards to preserve a welcoming environment.
* Maintain premises clean and tidy to guarantee patron comfort.

05/2022 to 06/2022

**IronClad Developments Inc.** – Springfield, MB, Canada
**Student IT Technician**

* Executed scripts on 300+ workstations to replace Anti-Malware software, add MFA software, and perform other maintenance tasks via Screenconnect software from Connectwise Control.
* Established Kantech Entrapass software local and cloud backups and developed cleanup and maintenance scripts for them.
* Tested Kantech Entrapass redeployment procedures.
* Interacted and cooperated with multiple vendors to resolve issues with software and systems.
* Installed fresh instances of Windows 10 on assigned devices alongside standard company software.
* Assisted on file server cleanup and maintenance in preparation for cloud migration.

08/2021 to 04/2023

**Tim Hortons** – Winnipeg, MB, Canada
**Supervisor | Baker | Server**

* Aid and manage team members to guarantee satisfactory and efficient service.
* Ensure food and beverages are stocked, kept, and served according to company standards and customer liking.
* Handle and deescalate customer complaints to maintain a welcoming environment in the establishment.
* Stack and organize cargo throughout the restaurant to replenish inventory.
* Manage and prioritize kitchen tasks to support the serving and assembly staffs efficiently and effectively.
* Serve food and beverages to satisfy customer orders.

# Skills

* Experienced in Microsoft Server 2016 installation and management.
* Experienced with virtualization software such as VMWare, VirtualBox, and Hyper-V.
* Knowledgeable of network security concepts and practices.
* Comfortable with Microsoft Office software.
* Composed, outgoing, proactive, and versatile.
* Fully bilingual in English and Spanish.