

CAMERON HILLIARD

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Professional Summary

- IT professional with hands-on experience in technical support, service desk management, clinical information system support and user training in healthcare and public sector environments. Achieved **ITIL v4 Foundation Certification** and plans on up-skilling further.
- Created comprehensive resources and manuals to assist new employees in navigating technical workflows, streamlining the on-boarding process and empowering staff to adapt quickly.
- Skilled in troubleshooting hardware, software, and network issues, with a proven record of enhancing operational workflows and delivering high-quality support.

Technical Skills

- **IT Support:** Windows, macOS, Linux, hardware/software support, Remote Assistance, Cybersecurity
- **Networking:** TCP/IP, DNS, DHCP, Wi-Fi/LAN troubleshooting, Printer Support
- **Healthcare IT / EHR Systems:** Enterprise EHR support (Oracle Health), live support, user training
- **Productivity:** Microsoft Office, FreshWorks, Slack, Microsoft Teams, Assyst

Education

Nova Scotia Community College <i>Graduate Certificate — Full Stack Application Development</i>	September 2023 – June 2024 <i>Halifax</i>
Nova Scotia Community College <i>College Diploma — Cybersecurity</i>	September 2018 – June 2020 <i>Halifax</i>

Certifications

ITIL v4 Foundation Certification, PeopleCert, May 2025

Work Experience

Nova Scotia Health Authority <i>ATE Support Consultant</i>	August 2025 – Present <i>Halifax</i>
<ul style="list-style-type: none">– Delivered in-person at-the-elbow support and training to clinical and administrative staff, guiding them through core OPOR Clinical Information System workflows and reinforcing standard practices.– Supported OPOR go-live activities in a virtual help desk environment, assisting staff with account access, basic system navigation, and task completion while assigning tickets to appropriate support teams when escalation was required.– Provided clear, supportive instruction to users with varying levels of technical proficiency, helping build confidence with the new system and contributing to a smoother transition from legacy processes.	

Resolute Health <i>Information Technology Intern</i>	May 2024 – August 2024 <i>Bedford</i>
<ul style="list-style-type: none">– Utilized Microsoft Office tools, such as Excel and Word, to develop comprehensive spreadsheets and user guides.– Efficiently managed IT service requests using FreshWorks Service Desk.– Created detailed resources and manuals to assist new employees in navigating technical workflows.	

Concentrix <i>Technical Customer Service Representative</i>	May 2022 – July 2023 <i>Dartmouth</i>
<ul style="list-style-type: none">– Provided Tier 1 technical support for iOS and macOS users, troubleshooting software and hardware issues.– Maintained a 90 percent customer satisfaction (CSAT) score, ensuring high-quality support and user experience.– Scheduled 100+ repair appointments weekly, optimizing service workflows.	