

# CAMERON HILLIARD

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## Professional Summary

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- 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

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- **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

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**Nova Scotia Community College** **September 2023 – June 2024**  
*Graduate Certificate — Full Stack Application Development* *Halifax*

**Nova Scotia Community College** **September 2018 – June 2020**  
*College Diploma — Cybersecurity* *Halifax*

## Certifications

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**ITIL v4 Foundation Certification**, PeopleCert, May 2025

## Work Experience

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**Nova Scotia Health Authority** **August 2025 – Present**  
*ATE Support Consultant* *Halifax*

- 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** **May 2024 – August 2024**  
*Information Technology Intern* *Bedford*

- 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** **May 2022 – July 2023**  
*Technical Customer Service Representative* *Dartmouth*

- 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.