

Frank Law

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Education

- Bachelor's in English lit from Memorial University of Newfoundland.
- Skilled in writing, communications, documentation, marketing, and journalism.

Tech Certifications

- **CISCO:**
 - CCNA | Cisco Certified Network Associate.
- **AWS (Amazon Web Services):**
 - SAA | Solutions Architect associate.
 - CCP | Cloud Practitioner.
- **CompTIA:**
 - Linux+ (CSSS, CLNP).
 - A+, Network+, Security+ (CIOS, CSIS).

Languages

- HTML.
- CSS.
- SQL.

Work Experience

- **SiftMed | Data Quality Specialist [Hybrid].** (Oct 2024 - Present)
 - Data processing, validation, and QA of medical and insurance documents prepared by a machine learning algorithm.
- **TeleLink | Response Center Agent/Help desk [Remote].** (Aug 2024 – Oct 2024)
 - Frontline contact center agent in a property management team, handling clients from an assortment of different realty companies. Duties include booking appointments and providing information as well as resolving issues with units.
- **CRA | Taxpayer Services Agent/Help desk [Remote].** (Jan 2024 – May 2024)
 - Canada Revenue Agency SP-04 Frontline contact center agent. Answered inquiries over the phone, performed data entry using internal systems, and helped with CRA online service technical issues all whilst upholding strict confidentiality measures.
- **Loblaws Dominion Supermarket | Retail Clerk. [In-Person].** (June 2019 - Dec 2022)
 - Clerk service in various departments, with customer service duties including answering customer inquiries in-person and on the phone.
- **YouTube | Monetized Content Creation. [Remote].** (April 2021 - April 2022)
 - Averaged 20k views with multiple videos surpassing 100k views from edited and published commentary YouTube videos with unique thumbnails on two channels.

Volunteering

- TechNL. (Oct 2023 - Ongoing)
- Royal Canadian air cadets of Newfoundland. (Sept 2012 – Sept 2015)

Accomplishments

- 10,500 Subscribers and monetization on YouTube channel #1.
- 4000 Subscribers and monetization on YouTube channel #2.
- Twitch.TV monetization (affiliate).
- Reached Flight Sergeant rank in the air cadet program.

Skills

- **Technical:** Unix CLI, Bash scripting, Git version control, Unity, Active Directory, Virtualization, Containerization, Hardware, Home lab setup, SSH/Remote Desktop, Jira, AWS provisioning, Linux administration, Common ports and protocols, Subnetting, Firewalls, Switches, Routers, Cables, VPN, WIFI.
- **Editing:** Vegas Pro, Adobe Premiere, Figma, OBS, 365/Office, Photoshop, Audacity.
- **Other:** Marketing/content creation, Writing and communication, Teamwork, Reliability status/security clearance, Driver's license (NL Class 5).