

JULIAN SHABO

IT Support & Cybersecurity Student

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SUMMARY

CompTIA A+ certified IT professional and cybersecurity student with hands-on experience building and maintaining real infrastructure. My core technical strength lies in virtualized systems administration and network troubleshooting, specifically within Proxmox and Linux environments. A standout achievement is the development of a custom Discord ticketing system that streamlined communication into a structured support workflow. Eager to bring these practical skills and my background in automated support tools to an entry-level IT role.

CERTIFICATIONS

- **CompTIA A+ (220-1201/1202)** — Earned September 2025
 - *Core Competencies:* Hardware assembly, OS troubleshooting, networking protocols, and security best practices.
- **CompTIA Network+** — In Progress

TECHNICAL SKILLS

- **Networking & Systems:** DNS, DHCP, TCP/IP, VLANs, Active Directory (Lab environment), network troubleshooting.
- **Virtualization:** Proxmox VE, VirtualBox, VM provisioning, LXC container management.
- **Operating Systems:** Ubuntu Linux, Windows 10/11 (imaging and profile recovery), macOS administration.
- **Development & Tools:** Python, Discord API, OpenAI API, GitHub, Docker, Portainer.
- **Ticketing & Productivity:** Microsoft 365, JIRA (coursework), help desk workflows, remote support.

PROJECTS

Self-Hosted Home Lab & Windows Administration

- Designed and maintain a production Proxmox VE environment, achieving 99.9% uptime for hosted media and automation services.
- Manage a Windows Server lab environment utilizing Active Directory for user group policy (GPO) testing and domain controller configuration.
- Implemented a RAID10 ZFS storage pool and performed hands-on Windows support tasks, including system imaging and user profile recovery.

Discord Ticket Bot (Support Workflow Tool)

- Developed a full-featured support ticketing bot using the Discord API to replace informal threads with a traceable system.
- Simulated real-world ticketing platform logic (similar to Zendesk or JIRA) to handle ticket creation, assignment, and resolution for team collaboration.

ITHelpDesk Chat Bot (AI-Powered Support)

- Building an AI-powered assistant using the OpenAI API to route WhatsApp inquiries into structured support tickets.
- Focused on reducing initial response times by providing instant answers to common technical questions in plain language.

EXPERIENCE

Sales Associate | December 2023 – Present *Charrons Quality Market — Windsor, ON*

- Provided customer service by resolving inquiries and ensuring a positive shopping experience
- Operated IoT devices including security cameras and POS systems, ensuring uptime and functionality.
- Managed schedules and orders, improving operational efficiency.