

ANGELINA DO

RELEVANT EXPERIENCE

IT Systems Analyst | Maple

August 2025 – Present

- Hands-on expertise with Apple (macOS, iPadOS, iOS), Microsoft Windows devices, including MDM tools such as Kandji/Iru, Jamf, Hexnode.
- Administration and troubleshooting of collaboration and productivity platforms including Google Workspace, Zoom, Slack, Okta, and 1Password.
- Skilled in support ticketing systems such as Jira Service Management, ServiceNow, and Freshservice to track and resolve technical issues efficiently.

ARITZIA Solution Systems Analyst | Aritzia

April 2024 – August 2025

- Implement structured testing (Panaya) to ensure functionality meets business needs and to identify and address deficiencies, including developing test scripts and executing testing.
- Launch and maintain technology solutions, including but not limited to Warehouse Management Systems (Blue Yonder), database creation and management (LextEdit/SQL), parcel systems etc.

ARITZIA IT Service Specialist | Aritzia

May 2023 – April 2024

- Possesses deep understanding of various IT systems, networks, and technologies, including hardware, software, and operating systems. Able to troubleshoot and resolve complex technical issues efficiently.
- Excellent interpersonal and communication skills. Able to effectively collaborate with cross-functional teams, including developers and engineers.

STEM Instructor | Wiz Kid Learning

Feb 2023 – May 2023

- Conduct Live Online STEM learning classes using Wiz Kid Learning Curriculum. Class content includes computer programming, blender and web development.
- Creating a safe, encouraging learning environment for all students while inspiring through STEM education.

Specialist | Apple Inc.

Jul 2022 – Jan 2023

- Agility to learn new products and features with an interest in technology, particularly Apple products.
- Ability to deliver great customer experiences in any environment and to be invigorated by constant personal interaction, having a 100 TMS (team member score).
- Consistently #1 for carrier contracts (Rogers, Fido, Bell, Virgin and Telus) across Apple Stores nationwide.

CONTACT

angetdo@gmail.com

(647) – 339 - 9777

linkedin.com/in/
angelina-t-do/



SUMMARY

- Providing the highest degree of world-class technical service by leveraging expertise in technology solutions and systems support to drive efficient, scalable, and innovative solutions that meet business needs.
- Experienced digital artist and graphic designer using outside-the-box thinking. Quick learner, easy to adapt to new and changing environments while learning different disciplines.

EDUCATION


OCAD UNIVERSITY | Toronto, ON


- Bachelor of Design (Honours)
 - With Distinction
- Digital Futures, Major
 - Wearable Technology & Science, Double Minor
- Jeff Watson Memorial Digital Futures Award Recipient, 2025
- Sep 2020 – June 2024


ERINDALE SECONDARY SCHOOL | Mississauga, ON

- International Baccalaureate Certificate Program
- Ontario Scholar
- French as Second Language Certificate
- Sep 2016 – June 2020

EXPERIENCE CONT.

-  Lululemon
Aug 2020 – May 2022
Leadership Mentor | Dec 21 – May '22
- Consistently trained multiple groups of educators, up to 6 educators at a time, creating space for authentic hands-on learning.
 - Developed critical thinking, leadership, teamwork, and problem-solving skills and took the initiative to offer feedback and suggestions for the structure of the program, and how lululemon does shadow shifts.

-  Educator | Jul 2021 – May 2022
- Interact with guests to ensure a great guest experience in a manner that values guests' time.
 - Collaborate with team members to ensure optimal guest experience and support store operations.

-  GEC Educator | Aug 2020 – Jul 2020, Feb 2021 – Jul 2021
- Provides a world-class guest experience via phones, live chat, email, and any future channels.
 - Multi-tasks and efficiently navigates through several programs and applications to provide solutions and tracking of guest interactions.

ACHIEVEMENTS & PROJECTS

- Jeff Watson Memorial Digital Futures Award Recipient, 2025
 - Awarded to graduating student that demonstrates a playful approach to their work and a significant contribution to their community.
- Completing Bachelor of Design (Honours), Double minoring in wearable electronics and science, completion of multiple major design projects with distinction
- Published Children's Book Author, "The Bunny That Wasn't Very Hoppy"
 - Self-illustrated, written and AR developed
- 2 Time Published Cover Artist
 - "Deep Is Underrated" & "Honeysuckle" By Mikayla Nadine
- Peaceful Painters Exhibition, Featured Artist
- Created Instagram Filter with over 200+ uses and 2000+ views
- Best Position Paper, Model UN 2018
- Placed 1st & 2nd in the Ontario Technological Skills Competition

SKILLS

IT Related Softwares	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HTML/JS, C++, SQL	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Microsoft/Google Suite	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Adobe PS/Illustrator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Jira/Service Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3D Modelling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AR Development	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Vietnamese, French	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

QUALIFICATIONS

- Technical Support Fundamentals (Google)
- System Administration and IT Infrastructure Services (Google)
- Standard First Aid and CPR-C with AED
- HIGH FIVE Principles of Healthy Child Development

HOBBIES

- Athletics
 - Runner & Swimmer
 - 2nd Degree Black Belt of ITF
 - Rec Volleyball, Squash & Badminton Player
- Arts
 - Pianist & Saxophonist
 - Artist: Digital and Traditional
 - Crochet
- Personal
 - Redbubble Shop Owner
 - Children's Book Author, "The Bunny That Wasn't Very Hoppy"