

Mark Enosse

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Professional Statement

Versatile professional with over 10 years of IT Technical Support experience and 2 years of Accounting experience. Demonstrated expertise in troubleshooting and resolving technical issues, managing IT infrastructure, and providing exceptional customer service across diverse environments. Experienced in accounts payable, accounts receivable, and bookkeeping roles. Proven ability to leverage analytical skills and attention to detail in both technical problem-solving and financial oversight, ensuring efficient and accurate outcomes.

Education and Certifications

- Accounting and Payroll Specialist Diploma, Trios College, 2023
- Payroll Compliance Practitioner (PCP) Designation Candidate, National Payroll Institute, 2023
- Computer Systems Technology Advanced Diploma, George Brown College, 2014
- ITIL Foundation Certificate in IT Service Management, Axelos, 2017
- IT Certifications: CompTIA A+, CompTIA Network+, CCNA, CWNA, and Apple Certified MAC Technician

Key Skills

- Applying full accounting cycle concepts and procedures.
- Accurate and efficient data entry skills to maintain financial records and applications.
- Ability to analyze financial data, identify discrepancies, and ensure accuracy in transactions.
- Processing employee pay, employee deductions, and organizational remittances.
- Ensuring payroll compliance with federal and provincial legislation.
- Communicating all aspects of individual pay requirements to various stakeholders.
- Technical Troubleshooting: Expertise in diagnosing and resolving hardware, software, and network issues.
- System Administration: Proficiency in managing and configuring applications, operating systems, and computers.
- Customer Service: Strong ability to communicate technical information clearly and provide exceptional support to end-users.
- Remote Support: Competence in providing support through remote desktop tools and troubleshooting over phone or by email.

Work Experience

Accounts Payable and Accounts Receivable Clerk, Native Canadian Centre of Toronto, 2023 - 2024

Responsible for managing and overseeing financial transactions related to both outgoing and incoming payments. Performed bank and credit card reconciliations. Posted journal entries for payroll and the gift shop sales transactions.

- Data entry of receipts, invoices and cheque requisitions into the accounting system, while ensuring proper authorization, accurate coding, and the timely processing of payment.
- Analyzed organization's purchases for policy compliance, accurate billing, and fraudulent activities.
- Investigated and resolved accounting irregularities or enquiries.
- Prepared and printed cheque packages; obtain authorized signatures.
- Performed bank deposits and reconciled accounts receivable cheques.
- Gathered and prepared supporting documents for finance audits and funder reports.
- Generated Payroll Register and Employee Benefit reports to breakdown all expenses by department.
- Created and posted bi-weekly payroll and monthly benefits journal entries.

- Understanding of the organization's purchasing needs and demands; responsible for placing purchase orders and setting up purchase contracts.
- Presto Card account administration; responsible for top up payments, Metropass contracts, bulk ticket orders, and issuing of Presto Cards.

IT Support Technician, Contact North, 2021 - 2022

Provided first level technical support to both staff and students who utilized the organization's website platforms, computer hardware and peripherals. Resolved technical support issues over the phone, on video conferencing apps, and by email.

- Delivered comprehensive follow-up, documentation, and support to remote learners, instructors, and staff.
- Managed user access to the student portal and updated course and program information.
- Installed, maintained and configured hardware equipment, and software applications.
- Performed equipment and application testing.

Business Operations and Support Intern, Metrolinx, 2019 - 2020

Responsible for the continuous operation of Presto fare payment devices within Toronto's transit system. Assigned to the TTC (Toronto Transit Commission) portfolio, which includes 700+ fare media payment, and Presto card balance checker devices.

- Responsible for scheduling cash collection and cash replenishment of Presto fare media devices at stations and on transit vehicles. Reviewed event and financial logs for cash collection activities.
- Reviewed and troubleshooted Presto device error notifications. Generated incident tickets, reviewed ticket updates, and ensured the resolution of tickets within the specified service level agreements.
- Responsible for the onsite coordination of Presto vendors to perform device maintenance and cash collection.

QA Analyst / Technical Support, BMO Financial Group, 2018 - 2019

Responsible for end user support of 600+ computer workstations, 30+ servers, and banking peripherals within a quality assurance data centre lab. Performed testing, inspection and measurement of banking applications at various stages of the DevOps QA process.

- Performed functional testing of software application installs, rollback and removals.
- Performed regression testing of software applications, after the installation of Microsoft Windows monthly security patches.
- Assisted QA software testers with application, server, and Microsoft SQL database changes within various testing environments.

Technical Support Specialist, Toronto Public Library, 2016 - 2018

Delivered first level onsite and over the phone technical support for the library's IT infrastructure, serving over 2,000 employees, 100 library branches, and more than 4,000 computers. Resolved hardware, software, and network connectivity issues across Windows, Apple, and Cisco environments.

- Logged, monitored and reported all incidents and service requests that came in through phone, email and the IT service management ticketing system.
- Traveled to branches to perform onsite installs, moves, configurations, and troubleshooting; 75% of time spent as an onsite Field Technician role.
- Coordinated with external service providers as needed to resolve incidents and fulfill service requests.
- Installed and replaced Cisco layer 3 switches, Cisco small form-factor pluggable transceiver modules, Cisco TelePresence video conferencing equipment, and APC uninterrupted power supplies.