

MATTIS HOTTE

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PROFESSIONAL EXPERIENCE

IT TECHNICIAN (IT-01)

Government of Canada (ESDC)

October 2024 - **Present**

Managing tickets using SMART IT, debugging government applications (e.g., Entrust), administering systems via Admin Launcher, and providing technical support to users, while developing strong skills in problem-solving, system management, and customer service within a structured environment.

IT TECHNICIAN (IT-02)

Government of Canada (ESDC)

March 2026 - **Present**

Supervising incoming and outgoing tickets in BMC Smart IT, analyzing trends and incidents, providing operational support to technicians, redirecting and escalating tickets, coordinating across teams (TSA, TL, technicians), and contributing to documentation and process improvement, including managing both planned and unplanned absences.

APPLE IT TECHNICIAN

Government of Canada (ESDC)

March 2026 - **Present**

Gained experience within the Apple team at ESDC, contributing to the Video Remote Interpretation (VRI) project. Responsibilities included JAMF maintenance, SIM card management, preparing iPads for deployment to Service Canada centers, and resolving NSD tickets. Technical support also provided to the PASRB team, particularly regarding issues related to their QNAP server.

MULTIMEDIA INTEGRATOR

Government of Canada (ECCC)

January 2024 - May 2024

During my internship with the Government of Canada, my main role was to develop e-learning content on the Brightspace platform using technologies such as HTML, CSS, JavaScript, and Bootstrap. I also gained experience using Storyline and Photoshop.

SKILLS

- Bilingual (English and french)

- Programming (HTML, CSS, JavaScript, PHP)

- Adobe Suite (Ps, Ai, Pr, Ae, Au et Id)

- Wordpress and Brightspace

- Smart IT / AdminLauncher

- JAMF / Apple Environment

- Office Suite

- Graphic Design

- Video Editing

COLLEGE EDUCATION

MULTIMEDIA

Assemble, on a computer, content created by graphic designers, writers, and audio, image, and video specialists for distribution across various platforms. Web development and website creation were a major part of the program.

2021-2024, Cégep de l'Outaouais

ACCOUNTING AND MANAGEMENT

Completed two years in this program, where I gained strong knowledge in project management and the role of a manager.

2019 - 2021, Cégep de l'Outaouais

MENTIONS D'HONNEUR

- Student-Athlete Award, Gala of École Polyvalente de l'Érablière (2018–2019)
- Finalist for Student-Athlete Award at the RSEQ Gala (2018–2019)
- Academic Achievement Award, Griffons student-athlete (2021–2022)

ABOUT

Multimedia integrator and IT technician, I am passionate about technology and content creation. I have developed a strong interest in web programming as well as user support.