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### **Qualifications/Achievements Summary**

- A+ Certified: Installing, Configuring and Administering Windows XP
- A+ Certified: Core Hardware and Operating System Technologies
- Enhanced security clearance for government employment.
- Familiar with all lines of Dell computers, including Optiplex/Latitude and XPS systems
- Achieved high honours in Technical Support Specialist Program at Willis College
- Extended experience with hands on computer hardware technical support and repair
- Strong operating experience with Microsoft Windows 95, 98, ME, 2000, XP and Vista
- Intermediate experience using Mac systems and programs
- Capable knowledge in Windows 2003 Server and Active Directory
- Knowledge of networking (TCP/IP), DHCP and static IP addressing troubleshooting
- Web design creation layout, design and maintenance
- Received letters of praise from customers and received Dell Kudos Of The Week

### **Education**

#### **TECHNICAL SUPPORT SPECIALIST DIPLOMA**

WILLIS COLLEGE (OCTOBER 2005 - FEBRUARY 2006)

- Completed and achieved strong grades in courses; Computer Concepts and DOS Network + and Implementing and Supporting Windows XP
- Accomplished A+ certification using preparation courses and available resources
- Worked individually and in teams for projects associated with XP deployment

#### **MULTIMEDIA WEB SPECIALIST PROGRAM**

ALGONQUIN COLLEGE (MAY 2001 - AUGUST 2001)

- Worked in Web Design creation and maintenance, ecommerce and Flash design
- Studied programs Macromedia Director, Adobe Photoshop and Homesite
- Studied HTML editing and coding with code editors and Notepad

#### **HIGH SCHOOL DIPLOMA**

EARL OF MARCH HIGH SCHOOL (JUNE 1996)

### **Work Experience**

#### **CLIENT INFORMATION OFFICER**

UNITED WAY OF CANADA (FEBRUARY 2008 – PRESENT)

- Currently documenting and processing financial data for United Way's Annual Survey
- Utilizing Microsoft Office programs such as Excel, Word and PowerPoint
- Responsible for updating incoming results and outlining comparisons of previous surveys
- Took additional role as a hardware/software technician for UWC-CC and local United Way support
- Gained knowledge in office networking and troubleshooting

#### **TECHNICAL SUPPORT SPECIALIST**

DELL COMPUTERS (AUGUST 2006 – JANUARY 2008)

- Assisted enterprise, business and consumer clients in hardware and software troubleshooting
- Utilized call reporting tool Dellserv for customer verification, case notation and parts

dispatch

- Connected remotely using Dellconnect tool to troubleshoot software issues
- Took on additional roles in analyzing and coaching of team Quality Audit results
- Software experience included Microsoft Office for email and project management
- Highly regarded as a top selling member of our team for customer service and consumer hardware/software upgrades

### **PC TECHNICIAN (FEBRUARY 2006 – JUNE 2006)**

STAPLES BUSINESS DEPOT

- Hired as a Willis College co-op student to further study PC installation and repair
- Spoke directly to customers to summarize issues and offer upgrade solutions
- Worked independently and with supervisors to insure customer and business needs were maintained
- Performed hardware installations, software repair, data backup , OS reinstallations
- Designed and implemented schedule and update list for customer repairs

### **TECHNICAL SUPPORT SPECIALIST (FEBRUARY 2003 – JUNE 2005)**

CONVERGYS CORPORATION

- Handled internet troubleshooting inbound calls for Road Runner high speed clients
- Took on additional duties involving live customer chat support
- Used call reporting tool Remedy to detail customer case information
- Presented with opportunities to coach new agents for training purposes
- Offered supervisors additional assistance by performing additional tasks

### **DISTRIBUTION ASSISTANT (MARCH 2000 – FEBRUARY 2001)**

JDS UNIPHASE

- Organized and responsible for proper serial number data entry operations
- Often doubled quota levels for packaging and shipping products
- Trained and supervised new employees in final inspection procedures for packing/shipping
- Responsible for approval of completed products and delivery
- Worked closely with management to oversee daily procedures and duties

### **WEB DEVELOPER (APRIL 1998 – AUGUST 1999)**

ENVIRONMENT CANADA

- Hired to design, construct and maintain web site for Hydrology division
- Managed layout design to implement government resources and documentation
- Constructed mirror sites in English and French under Common Look and Feel policy
- Applications applied include the use of FrontPage 98 and Adobe Photoshop 5 and 6
- Hired for additional website project after initial contract had expired as a result of work performance and reliability

### **Volunteer Work**

### **WEBSITE DEVELOPER / PROMOTIONS (SEPTEMBER 2006 – PRESENT)**

RAGE WRESTLING ENTERTAINMENT

- Responsible in handling the outlining, layout and maintenance of ragewrestling.net
- Added additional responsibilities with designing posters and promotional photos
- Scouted additional corporate sponsors and managed campaigns for consumer growth
- Designed videos for advertising using Sony Vegas 7.0 video editing program
- Applied software tools Dreamweaver MX and Adobe Photoshop CS2 for website and graphic work

### **References**

- Available upon request