

Tony Di Folca

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Objective Summary:

Seeking a challenging career that utilizes my skills in my area of competence and enriches my knowledge, and gives me a chance to be part of a team that contributes towards the growth of the organization, thereby yielding the twin benefits of job satisfaction and convenient professional growth

Professional Training & Skills:

Computer Skills:

⤴ **Advanced:**

Microsoft Word, Excel, PowerPoint, PC and Mac OSX platforms.

⤴ **Intermediate:**

Microsoft Access, Network maintenance and administration, audio/video editing, DaVinci Resolve Studio, Java, HTML, CSS, MATLAB

⤴ **Novice:**

Photoshop, JavaScript, SQL, Json.

Sales:

- ⤴ Achieved highest mutual fund sales for the district as a licensed representative at TD Canada Trust.

Communication:

- ⤴ Consulted clients with their financial needs, at TD Canada Trust.
- ⤴ Served as team leader on meetings at Best Buy.

Leadership:

- ⤴ Lead and managed a team at 2001 Audio Video.
- ⤴ Managed a team of sales associates at Best Buy.
- ⤴ Lead Geek Squad technician in charge of installation team

Professional Achievements:

- ⤴ Received a letter of recommendation from iFixit.com CEO Kyle Wiens for my technical guide contribution
- ⤴ Received 2 letters of commendation while performing my duties for the TTC 2016 and 2017
- ⤴ Received a personal letter from Rudy Irish, Northern Commander of Geek Squad Canada for excellent customer service, 2012.
- ⤴ Recognised for outstanding customer service, 2008.
- ⤴ Licensed Mutual Fund Representative, 2007.
- ⤴ Awarded for the highest gross volume of term renewals for two quarters, 2007.
- ⤴ Passed both volumes of the CSC, 2006.

Professional Experience:

StreamScheme.com,

May 2021 – Present

Writer

- ⤴ Freelance writer and contributor for StreamScheme.com a website and community dedicated to supporting streamers with various guides and tips on how to succeed in the competitive field of online streaming

Toronto Transit Commission, Toronto, ON

August 2014 - Present

Operator

- ⤴ Responsible for the safe and efficient operation of transit vehicles, and dealing courteously with customers as a front-line employee
- ⤴ Providing information to customers with respect to fares, service routes, schedules, short-turns, delays, diversions, emergency situations, transit policies and regulations, etc.
- ⤴ Making announcements to customers such as calling out connecting route locations
- ⤴ Demonstrating proper and courteous behavior towards customers in the performance of duties
- ⤴ Responsible for treating passengers and/or employees with respect and dignity and ensuring the needs of passengers or employees with disabilities are accommodated and/or addressed (within the area of responsibility) in accordance with the Ontario Human Rights Code and Related Orders so that they can fully benefit from the TTC as a service provider and an employer

Best Buy, Milton, ON

July 2009 – April 2013

GSI Technician

- ⤴ Installed home theatre and audio video equipment.
- ⤴ Maintained accurate inventory levels of the Geek Squad truck.
- ⤴ Handled customer issues and troubleshooting as required.
- ⤴ Setup personalized quotes and built custom systems for clients.
- ⤴ Trained staff and took charge of personal development of lower-level employees
- ⤴ Developed business plans as well as took care of employee evaluations for the installation team

Best Buy, Mississauga, ON

September 2008 – July 2009

Sales Representative – Computer Specialist

- ⤴ Provided lifestyle solutions to customers seeking new and cutting-edge electronics.
- ⤴ Promoted the sales of all Best Buy and Geek Squad related products and services.
- ⤴ Assisted supervisor with weekly and monthly evaluations of staff as well as coaching and development

TD Canada Trust, Mississauga, ON

February 2007 – March 2008

Financial Service Representative

- ⤴ Provided solutions that meet the diverse financial needs of both established and new customers.
- ⤴ Promoted the sales of all personal banking products and services.
- ⤴ Developed long-term relationships with clients to better understand the areas of risk and emerging trends.

RBC Royal Bank, Mississauga, ON

October 2006 – February 2007

Royal Direct – Investment Representative

- ⤴ Provided professional, responsive customer service to outbound client calls, assisting clients with their immediate financial needs.
- ⤴ Resolved problems at first point of contact in a friendly and helpful manner and referred more complex situations to RBC partners, as appropriate.
- ⤴ Achieved higher levels of proficiency and rewards in this role, effectiveness in selling RBC products, services and solutions to clients as required.
- ⤴ Thrived in a fast-paced goal-focused team environment.

2001 Audio Video, Mississauga/Burlington, ON

October 2000 – January 2004

Manager/Assistant Manager/Sales Associate

- ⤴ Started as a sales associate in the Mississauga Electronic Station store
- ⤴ Moved to Burlington 2001 Audio Video store as assistant manager
- ⤴ Moved back to Mississauga Electronic Station as the store manager
- ⤴ As the store manager I was responsible for all the inventory as well as cash in the store
- ⤴ Managed up to 10 employees including scheduling, payroll, and hiring of new employees

Education:

York University

January 2019 - Present

Bachelor's degree – Information Technology

Sheridan College

January 2004 – May 2006

Finance Program

- ⤴ Graduated a 3-year program from Sheridan College with a major in finance and minor in accounting, 2006.
- ⤴ Completed both volumes of the CSC, 2006.