



TONY DI FOLCA

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linkedin.com/in/tonydifolca

anuebys.github.io/Portfolio

OBJECTIVE

To obtain a position that will positively challenge my experience.

TRAINING & SKILLS

Tech Stack

- PC, LINUX, AND MAC OSX platforms
- Network maintenance and administration
- Audio/video editing
- Davinci resolve studio
- Java, HTML, CSS, PHP, matlab, jquery, json, sql server, Javascript, Photoshop, Python, yaml, nodejs, git, React, Restful api, Figma

Communication

Leadership

Time management

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PROFESSIONAL EXPERIENCE

2021-Present Toronto Transit Commission (TTC)

Divisional Clerk

- Scheduled open work within the ministry and union guidelines
- Managed sign-ups for regular board periods as well as vacations and holidays
- Collaborated with payroll team to ensure operators were paid on-time and correctly with overtime
- Ensured all operators reported for duty and dispatched crews, special services, and extras.
- Make agile decisions to resolve scheduling conflicts and ensure minimal impact to service

2021-Present StreamScheme.com

Freelance Writer

StreamScheme.com is a website and community dedicated to supporting streamers with various guides and tips on how to succeed in the competitive field of online streaming.

- Researched and gathered valuable information on topics of interest
- Submitted final draft to the editor and made any necessary revisions
- Wrote and created imagery to highlight key features in the articles and guides

2014 - 2021 Toronto Transit Commission (TTC)

Bus Operator

- Responsible for the safety check and efficient operation of transit vehicle
- Providing information to customers with respect to fares, service routes, schedules, short-turns, delays, diversions, emergency situations, transit policies and regulations, etc.
- Demonstrating proper and courteous behavior towards customers regardless of their demeanor
- Ensuring the needs of passengers or employees with disabilities are accommodated and/or addressed 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
- Required to strictly adhere to a schedule on a per minute basis

2008 - 2013 Best Buy

GSI Technician

- Installed home theatre and audio video equipment in clients homes.
- Maintained accurate inventory levels of installation products on the Geek Squad truck.
- Addressed customer issues and assisted with troubleshooting
- Researched products required for custom installations and provided clients comprehensive and detailed quotes
- Designed custom solutions for complex audio visual installations
- Trained and managed staff and took charge of personal development and employee evaluations
- Developed business plans to increase sales

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HONOURS & AWARDS

- Recommendation from iFixit.com CEO Kyle Wiens for technical guide contribution, 2021
- Commendation for performing duties for the TTC, 2016 & 2017
- Award for excellent customer service from Rudy Irish, Northern Commander of Geek Squad Canada, 2012
- Licensed Mutual Fund Representative, 2007
- Awarded for the highest gross volume of term renewals for two quarters, 2007

2007 - 2008

TD Canada Trust

Financial Advisor

- Provided solutions that meet the diverse financial needs of both established and new clients
- Promoted the sales of all personal banking products and services
- Developed long-term relationships with clients to better understand the areas of risk
- Performed market analysis to discover emerging trends and uncover key areas of investment potential

2006 - 2007

RBC Royal Bank

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.
- Sold RBC products, services and solutions to clients as required.
- Thrived in a fast-paced goal-focused team environment.

EDUCATION

2019 - 2022

York University

BA Information Technology, Honour roll

2006

Sheridan College

CSC, Completed both volumes of the Canadian Securities Course

2003 - 2006

Sheridan College

Business administration, Majored in Finance and Accounting