TREVOR BOYD

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Portfolio: https://boyd007.github.io/TrevorBoydPortfolio/

EDUCATION

UNIVERSITY OF TORONTO CONTINUING EDUCATION BOOTCAMP 2022
Full Stack Web Development Certificate

- Gained Proficiencies in React, JavaScript, HTML, CSS, Git, jQuery, JSON, API's, Node.js, Express.js, mySQL, OOP, MongoDB, Mongoose
- Adopted Agile Methodology to create applications
- Engaged in a collaborative environment to solve issues and increase quality and efficiency.

TORONTO METROPOLITAN UNIVERSITY (Formally Ryerson University) 2009 -

Bachelor's Degree in Radio and Television Arts (RTA) with a Minor in English Studies

Technical Skills - Programming

- React
- JavaScript
- HTML
- CSS
- Git
- jQuery
- JSON
- API's
- Node.js
- Express.js
- mySQL
- OOP
- MongoDB
- Mongoose

Projects - Programming

- **https://github.com/Boyd007/Strong-Password-Generator. To create a random password generating application for the purpose of providing a user (employee) with a secure password.**
- **https://github.com/Boyd007/Work-Day-Scheduler. An application that allows you to see your daily schedule and advises of available time slots.**
- **https://github.com/Boyd007/Personal-Weather-Dashboard. This is a weather application that displays utilizes an api to show various weather parameters for a given location.**
- **https://github.com/Boyd007/Formal-Readme-MD-Generator. This application creates a best practice markdown readme file to use for git applications.**
- **https://github.com/Boyd007/E-Commerce-Back-End. An interface that allows a user to save, add and remove items from an inventory.**
- **https://github.com/Boyd007/Offline-Text-Editor-JATE. This is an application that allows a user to create and save text offline.**

WORK EXPERIENCE

STRATATEK TEST & MEASUREMENT 2020 - 2022
Director, Business Development/Inside Sales

- Lead digital marketing efforts and online presence including: create/design, post and maintain products listings across a variety of selling platforms including, eBay, Amazon and our Wix website
- Maintain and improve back and front end web services for stratatek.com
- Produce, direct, edit and distribute Stratatek promotional videos
- Assist in the shipping of sold items, including pulling, packaging and arranging shipping/transport to the end customer/user
- Responsible for onboarding 4-5 manufacturers for business development to which we represent, market and sell their products
- Maintaining relationships with on-boarded manufacturers
- Fielding queries online and via phone for quotes, questions and assistance
- Converting phone conversations to sales
- Maintaining relationships with selling partners for new equipment to sell

BOYDMEDIA NETWORKS (PART TIME) 2013 – PRESENT
Founder

Specializing in event media solutions providing 360° visual services to clients in both still and motion media including real estate, weddings, corporate and musical events

- Working in conjunction with Rialto Infinity Photography for added services for clients
- Write, film, edit and produce projects for a variety of sources
- Expanded drone videography with real estate and general landscape compositions

FOSS NATIONAL LEASING 2017 – 2019

Vehicle Maintenance Technician (2019)

- Analyzed and regulated maintenance requests for all FOSS/Corp-rate and LeasePlan clients
- promoted to this position in Jan 2019
- Escalated maintenance approvals to clients for higher values requests due to time sensitivity
- Advised clients on the best practices for maintaining their fleet of vehicles
- Spearheaded the implementation of CRM software 'Salesforce' to the department
- Worked closely with the team lead in a mentorship capacity learning the role
- Processed 95% of all incoming rental requests
- Ensured and prevented fraud or deceptive practices pertaining to fleet vehicle maintenance
- Liaise with other departments to ensure no loss of services and downtime
- Work with team lead on unique requests and projects independent of standard operations

- Participate in a queue based phone environment, delivering consistently high service levels and customer satisfaction

Client Services Representative (2017-2019)

- Maintained and managed daily operations for over 50 clients through the Leaseplan and FOSS Leasing businesses
- Provided consultative approaches to purchasing/replacing/maintaining leased and non-leased units (vehicles)
- Processed and sourced a variety of stock/factory orders for clients
- Managed workflow for licensing, renewals and insurance for clients fleet vehicles
- Kept updated cases (records) in salesforce pertaining to orders/issues/tasks
- Monitored fuel exceptions/irregular activity for various clients/advise clients of possible fraud
- Kept updated control sheets for specific clients that outline incoming orders/re-marketing and payment requests
- Managed accounts by keeping up to date on various streams of incoming client requests in various forms including email, phone, fax
- Created and sent client parameter reports, some on monthly, others on a weekly basis
- Maintained the clients fuel and maintenance cards, replacing and ordering new cards when needed
- Liaised with various departments within the company ie: technicians, accounting, insurance, re marketing

RISK MANAGEMENT SERVICES – RMS 2014 – 2017

Customer Service Representative

- Answered emails primarily from a wide variety of sources including but not limited to internal contacts, insured persons, and clients (brokers, insurers)
- Delegated workflow to inspectors, management and regional administrators
- Used critical thinking to problem solve and escalate if needed, issues with reports, inspectors, or any other IT related items (RMS web based portal issues)
- Effectively used a variety of programs including RMS Client Link, Optic Risk Capture, WIES Database systems and Administrative access portals. These programs allow unrestricted modifications and updates to files and user ids both within and external to the company
- Solved a variety of phone based issues from insured peoples or clients. This may include file updates, issues with files including recommendations or overall replacement value, or escalate to the appropriate party as needed
- Maintained organized and current records of canceled requests, issues on files and abeyances through the optic risk system
- Liaised with other members of our sister companies, namely OPTA Information Intelligence for occasional cross company document work
- Went above and beyond to help insured people who are sometimes frustrated with the process and clearly explain to them how it works
- Followed up with inspectors to continue to reach out to secure appointments at the urging of clients
- Maintained mutually respected relationships with clients and provide the utmost courtesy and timely responses to queries

STRATATEK TEST AND CALIBRATION (PART TIME) 2015 – 2018

Sales Associate

- Received, cleaned, photographed and listed electronic calibration equipment for sale to both

corporate eBay accounts and directly on the Stratatek website
- Catalogs, prepared and exported items worldwide with excellent customer satisfaction.

ADDITIONAL EXPERIENCE

- Account Manager at 4FrontMedia Group (2014)
- Customer Service Representative at Intact Insurance (2010-2013)
- Specialty Sales Associate at Home Depot (2007-2010)