

# Bram Steensma

Riverton, NS

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## PROFILE

Data Analyst & AI Specialist student at Eastern College, and IT Support Professional with a strong background in customer service. My career goal is to transition into the data analysis field and use my communication, problems solving and support skills to excel as a Data Analyst.

## KEY SKILLS

- IT Support & Service Management: Incident management, SLA adherence, ITSM ticketing, major incident coordination, remote troubleshooting
- Tools & Platforms: ServiceNow, M365, Google Workspace, SAP, Azure, Jira, CRM systems, appointment scheduling tools
- Systems & Operations: Data entry and auditing, system conversions, data migration, workflow optimization, knowledge base documentation
- Over 8 years of experience providing exceptional service and support to the public in high-volume, client-facing roles.
- Skilled in coordinating programs, providing case management, and facilitating digital literacy training for diverse populations.
- Experienced in assessing client needs, resolving inquiries, and delivering effective solutions with professionalism and empathy.
- Strong organizational and time management skills with a proven ability to manage competing priorities and meet deadlines.
- Excellent interpersonal communication skills, both written and verbal, with a client-first mindset
- Reliable, punctual, and adaptable; maintains a strong attendance record and a proactive attitude toward learning.

## WORK EXPERIENCE

### Service Centre Analyst | Sobeys - Stellarton, NS

2021 to 2025

- Delivered 24/7 remote IT support for stores, offices, and distribution centers, ensuring all incidents and requests were resolved within defined SLAs.
- Managed incidents via ITSM tools, from creation to resolution, following established incident management processes.
- Maintained excellent customer service by providing prompt, efficient technical support, and clear status updates to stakeholders.
- Coordinated communication during major, critical, and high-priority incidents to ensure timely awareness and resolution.
- Documented technical solutions and created knowledge base entries to improve team efficiency and service consistency.
- Collaborated with internal support teams and external vendors to ensure service commitments were met and exceeded.

**SKILLS WORK Program Coordinator | YMCA of Cape Breton - Sydney, NS****2021 to 2021**

- Delivered digital literacy training to adult learners over an 8-week curriculum.
- Coordinated employment readiness training and work placements for eight participants.
- Collaborated with government agencies and training providers to secure resources and supports for clients.

**Case Manager | YMCA of Cape Breton - NS Works, Sydney NS****2020 to 2021**

- Conducted assessments to identify clients' employment needs and connected them to appropriate services and supports.
- Maintained confidential client records using a web-based management system.
- Provided support for remote and digital service delivery during transitions, ensuring smooth operations and staff readiness.
- Participated in program improvement initiatives to enhance service effectiveness.

**Information & Resource Specialist | YMCA of Cape Breton NS Works - Sydney, NS****2019 to 2020**

- Supported clients in accessing employment resources and services.
- Assisted staff during the transition to remote work by helping ensure access to tools and minimizing service disruptions.
- Introduced a new appointment scheduling tool that streamlined daily operations and improved staff efficiency.
- Created a digital sign-in system to support contact tracing and client communication.

**Membership Services Associate | YMCA of Cape Breton - Sydney, NS****2018 to 2019**

- Managed member inquiries, billing, and new registrations while providing friendly, efficient service.
- Played a lead role in converting and transferring data during the implementation of a new membership system.

**Customer Support Associate | Convergys - Glace Bay, NS****2017 to 2018**

- Managed escalated customer issues and maintained high customer satisfaction scores.
- Reviewed and audited case files to ensure compliance with procedures and quality standards.

**EDUCATION & QUALIFICATIONS**

Eastern College - Data Analysis and AI Specialist.

2027

Data Analysis with Python | Data Analysis with SQL | Data Visualization  
Predictive Analytics | Machine Learning | Computer Vision

**ADDITIONAL INFORMATION**

Training:

NPower Canada – Junior IT Analyst Program.

2021

Coursera – Google IT Support Professional Certificate.

2021