

# CHRISTIAN SHELDON

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## Technical Development | Leadership | Relationship Management

Strategic visionary experience fostering and nurturing long-lasting relationships. Proven expertise in providing exemplary customer service to close sales and ensuring sustainable revenue growth. Adept in financial accounting and building strong rapport with staff, business partners and clients. Experienced in various software development programs, including basics from HTML & CSS to Java and C#.

### Areas of Expertise

- ♦ Strategic Planning
- ♦ Mentorship
- ♦ Solution Selling & Upselling
- ♦ Java & Javascript
- ♦ HTML & CSS
- ♦ Competitive Intelligence
- ♦ Customer Service
- ♦ Generation Leader
- ♦ Quick Learner
- ♦ Negotiation & Communication
- ♦ Computation Skills
- ♦ Client Retention & Satisfaction
- ♦ Technical Aptitude
- ♦ Detail Oriented

## PROFESSIONAL EXPERIENCE

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**GREAT CANADIAN MIDWAY**, Niagara Falls, ON

**September 2019 – September 2021**

### Technician Assistant

- ♦ Fixed arcade machines using technical knowledge and problem-solving skills.
- ♦ Effectively used customer service skills while maximizing establishment revenue streams.
- ♦ Created a safe environment while teaching fellow employee's various tasks following and enforcing written protocols.

**GALES GAS**, Niagara Falls, ON

**December 2017 – June 2019**

### Attendant

- ♦ Helped customers with sales and fueled vehicles
- ♦ Fast tracked for management with on call shifts and additional responsibilities

**CONCENTRIX**, Niagara Falls, ON

**November 2014 – January 2017**

### CSR

- ♦ Guided callers to self-diagnose technical issues.
- ♦ Fast tracked for designated team leader.
- ♦ Repaired customer relations by deescalating difficult scenarios.
- ♦ Reviewed and corrected billing issues.

**GREAT WOLF LODGE**, Niagara Falls, ON

**January 2013 – December 2014**

### Game Technician

- ♦ Maximized sales through effective management of departmental staff and fostering solid relationships.
- ♦ Trained, coached and developed teammates, driving a proactive culture and ensuring a positive guest experience.
- ♦ Collaborated with revenue and front desk on sales and resolving any client issues that arise.
- ♦ Regularly evaluated and analyzed processes and procedures to identify and implement improvement strategies for cost and time savings as well as efficiency and productivity.
- ♦ Established and reviewed departmental objectives with members of team, delivering continuous feedback.

## EDUCATION & LICENSES

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**SOFTWARE DEVELOPMENT ADVANCED DIPLOMA**, Mohawk College, ON - Present

**BUSINESS ACCOUNTING ADVANCED CERTIFICATE**, Niagara College, ON - 2015

## TECHNOLOGY SKILLS

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Microsoft Office Suite, IntelliJ, Visual Studio, Visual Studio Code, SQL, WinSCP, XAMPP