

# Derick Peterson

☎ (514) 475 4786 | ✉ Email | 🌐 Website | 🐙 GitHub | in LinkedIn

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Motivated IT Help Desk candidate with exceptional problem-solving, customer-service, and communication skills. Eager to identify, research, and resolve technical issues to provide efficient technical support. Committed to delivering top-notch assistance to end-users and contributing to organizational growth.

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## Skills

- **Strong communication skills:** Clear and effective communicator with colleagues and clients.
  - **Analytical problem solver:** Detail-oriented problem solver with strong analytical skills.
  - **Organized and systematic:** Highly organized with a systematic approach to tasks.
  - **Team player:** Collaborative team member contributing to shared goals.
  - **Self-motivated learner:** Driven to learn and adapt to new technologies and approaches.
  - **Technical skills:** Familiar with Windows and Linux, with some command line experience and troubleshooting skills. Particularly interested in Linux and eager to work with it professionally.
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## Education & Certifications

CompTIA A+ (In Progress)

High School Diploma

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## Work Experience

IGA 2016—Present

*Store Clerk*

- Restocked merchandise on store shelves.
- Received shipment orders and reviewed them for accuracy.
- Trained new employees on store policies and procedures.
- Assisted customers with product recommendations and checkout procedures.

ATELKA 2015—2015

*Customer Service Representative*

- Delivered exceptional customer service, ensuring satisfaction and loyalty for Rogers customers.
- Utilized Citrix software to analyze customer profiles, identifying opportunities for service improvement.
- Contributed to team success by successfully signing customers up for new plans and services.