

Jonathan Halls

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Objective

To work on my programming skills for love of the puzzle that it is,
and to solve problems that others may or may not be able to along the way.

Skills Highlights

- Handling in person or over the phone technical support and troubleshooting
- Setting up, maintaining, repairing and re-imaging desktop and laptop computers
- Installing, configuring, and administering various operating systems (Windows, Linux)
- Setting up and re-imaging new and used computer equipment, both personal and professional
- Publishing websites using HTML and CSS along with some familiarization with PHP
- Self taught C#, Python, and Ruby using mainly web resources for training
- Writing Applications in Visual Basic .Net for school projects
- Learning new procedures, systems, software and languages quickly and effectively
- Excellent communication and customer relation techniques
- Simple relational database set-up and management
- Paperwork management and general organization
- Highly motivated and always willing to learn

Employment History

Systems Support Rep. IBM Canada	June 2012 to Dec 2012 Burnaby, BC
Customer Service Rep. <i>Rogers Plus</i>	May 2011 to Oct 2011 Kamloops, BC
Sandwich Artist Subway	June 2011 to Sept 2011 Kamloops, BC
Customer Service & Sales; Manager (for The Source) <i>ParksWest / The Source</i>	Sep 2008 to May 2010 Parksville, BC
Product Assembly <i>Electrowear Mfg.</i>	Jan 2007 to June 2008 Errington, BC
Customer Service Rep. <i>Rogers Video</i>	Aug 2006 to May 2007 Nanaimo, BC
Guest Services Rep, Baker <i>Petro Canada</i>	Dec 2003 to June 2006 Nanose Bay & Nanaimo, BC
Customer Service Rep, & Team Lead <i>RMH Teleservices</i>	Apr 2002 to Aug 2003 Nanaimo, BC
Guest Services Rep, Baker <i>Petro Canada</i>	Jan 2001 to Apr 2002 Nanose Bay, BC

Expected Upcoming Training and Knowledge

- Understanding of computer architecture and assembly languages
- Essentials of C++ including commonly used data structures
- Further knowledge of HTML, XHTML, DHTML, JavaScript, and CSS
- Software design, implementation and maintenance
- Grasp of the Entity Relationship model
- Deeper understanding of underlying database data structures
- A basic grasp of the Ruby programming language
- A more solid grounding in the Python language

Education

CSOM Diploma (in progress) <i>Thompson Rivers University</i>	2011 Fall – Present Kamloops, BC
Food Safe <i>V. I. H. A.</i>	2005 Nanaimo, BC
Propane Training Institute <i>Petro Canada</i>	2005 NanOOSE Bay, BC
Secondary Education Diploma <i>Ballenas Secondary School</i>	2000 Parksville, BC

Volunteer

Vice Chair, Ethics and Communications Officer <i>Congregationalist Wiccan Association of BC</i>	Oct 2011 to Present Kamloops, BC
Sustainable Housing Construction Internship <i>Earthship Biotecture</i>	June 2010 to Sept 2010 Sheridan Lake, BC
Librarian <i>Temple of the Green Cauldron</i>	2004 to 2007 Nanaimo, BC

References

Bob Barlow

Coordinator and Professor – Thompson Rivers University – CSOM Program
(250)371-5957

Kat Vincent

Store Manager – Parks West Business Products
(250)248-6764

Brian Hitchings

Manager – Errington Pet Lodge
(250)240-3859