



Jason Novak

T2 Technical Support

My Contact

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📍 2320 Quebec St, Regina Sask

Hard Skill

- Proficient in Excel and Word documentation and data analysis
- Growing CSS development abilities
- Project Management. JIRA, Trello specifically
- Linux and CLI comprehension.

Soft Skill

- Multi-tasking
- Communication
- Attention to detail
- Critical thinking
- Resilience
- Creativity

Education Background

- Sask Polytech
CCNA
Completed in 2021
- Continuing education
LPIC Study
CCNA certification studies

About Me

I am an innovative and versatile professional with a sharp focus on detail and a deep-seated enthusiasm for technology. I thrive on applying my problem-solving abilities and unwavering work ethic to conquer every project and challenge presented. Eager to contribute my skills and passion to drive success in any endeavor.

Professional Experience

Access Communications TSR T2

2022 - 2024

- Worked with training classes of new representatives.
- Lead representative during introduction of Creatio application.
- Helped develop multiple initiatives and processes.
- OH&S committee member.
- Lead representative and volunteer in creating TSR T1 overnight shifts.

Access Communications TSR T1

2021 - 2022

Key responsibilities:

- Frontline customer interaction and troubleshooting.
- Assisting senior TSRs with ticket and project work.

Seagull Enterprises Ltd

2018 - 2019

- Developed an inventory tracking system utilizing Excel.
- Reorganized and rebuilt stock cycling program.

Achievements

2022-2024 Helped rebuild the SRD program and help develop and implement a company wide rollout of a centralized platform.