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**Professional Experience**

**Alpine Systems (Division of ITW)**

**Software / Sales Consultant, April 2012 – June 2019**

Software and Sales Consultant for Atlantic Canada. Responsible for Sales and Technical Support of both engineering software and high-end equipment including computerized saws and manufacturing tables for wood trusses. In addition, responsible for TRAINING and INSTRUCTION of our software and systems to both old and new clients. This task required travelling throughout Canada and the United States to teach principles of wood truss design calculation of loads, initial training on the software and training of updated software when necessary. It was sometimes in a classroom setting, with anywhere from 6 to 12 adult students. Other times, clients received one-on-one training. Either way, the job was to deliver explanations to help client master usage of our software to better serve their own customers and work most efficiently. These training sessions would last anywhere from hours to weeks.

**Mitek Industries (Division of Berkshire Hathaway)**

**Technical Support / Engineering Designer, April 1992 – October 2008**

Technical Support and Engineering Designer for Atlantic Canada. Responsible for the supervision of a junior technologist, designed floor trusses and roof trusses for residential, commercial and farm applications. Calculated design work for repairs on prefabricated wood trusses, as well as TRAINING and INSTRUCTION of software and engineering principles for new and existing customers. This task required travelling throughout Canada and the United States, and was sometimes conducted in a classroom setting, with classes as big as 30 individuals. I was also responsible for keeping customers apprised of changes to the National Building Code of Canada.

**Leon Chouinard et Fils**

**Designer April 2010-April 2012**

Takeoffs for residential and commercial trusses and wall panels

**Dornan Academy of Defensive Driving**

**Motorcycle / Spyder Driving Instructor, May 2016 – September 2022**

Instructing adult students on motorcycle and Spyder driving and safety techniques. These weekend courses would consist of an in-class / online segment to go over rules of the road and textbook theory. Followed by two days of intensive hands-on training with the machine in question. Instructors were responsible for demonstrations, one-on-one attention, detailed explanations, patience, compassion, and guidance. Key to this position was the ability to determine whether students ought to pass or fail, based on each individual student’s abilities. The goal was for students to walk away from the course with knowledge of theory and application of the approved curriculum from the Province of NB, as well as the skills necessary to become confident, safe, and defensive riders on busy roads and highways. Many, if not most, left satisfied enough to refer friends and family. Dornan Academy of Defensive Driving School was the 1st Government Approved Motorcycle Course in New Brunswick.

**Asurion**

**Computer Help Desk, Oct 2019 – August 2021**

Teaching clients how to maintain their computers by way basic updating, trouble shooting and removal of Malware and Spyware. Tech support via phone and remote access software. Computer troubleshooting and optimization (Windows backup, Systems setup, Peripheral installation). Record-keeping on customers’ files of problems and their resolutions. Scheduling service calls for in-home repair. Providing feedback on processes and making recommendations on areas where customer experience might be improved.

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**Education**

**Mathieu Martin High School, College Preparatory**

**NBCC Moncton, Structural Engineering**

**Professional Development**

**Green Belt Six Sigma, Comptia A+, Comptia Network +, Azure, Business Foundations, Mini MBA , Various Engineering online courses**