

Levar Pinnock

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Profile

A creative, detail-oriented, dynamic IT professional with over nine years of experience in technical support, three years of software engineering, and over seven years in employee training and development management

Technical Skills

Software Development (HTML, CSS, JavaScript, Bootstrap, Sass, Java, Python, MongoDB, MySQL, Git),

Operating System Management (VMware/VirtualBox, Windows, Linux(Ubuntu Raspberry Pi OS), Android, macOS, iOS),

IT Support (TCP/IP troubleshooting, Software/Hardware Installation, Ticketing Software)

Professional Experience

Market Manager - Devices

Amazon.ca

09.2018 – present

Toronto, Canada

- Collaborate successfully with a cross-functional team that includes account management, channel marketing, program management, and sales analytics to define, develop, and execute sales and marketing strategies
- Establish and strengthen relationships across various sectors including retail, education, entertainment, and healthcare
- Manage, install, and troubleshoot, all IT, TCP/IP, and AV issues regarding tech demos or marketing material within a designated territory
- Design, prepare and execute technical training presentations for trade-shows and B2B sessions, both in-person and online

Google Experience Manager

Premium Retail Services

04.2015 – 09.2018

Mississauga, Canada

- Travelled to 60+ locations across the GTA on a weekly to bi-weekly basis to conduct regular technical training for 300+ client employees
- Designed and coordinated various training events on a regular basis while working within company defined budgets
- Collaborated with Google's corporate staff both in-field and at corporate headquarters for various marketing projects and training sessions
- Customized and maintained a dynamic but consistent work schedule using employee management software

Inventory Control Specialist

Becton, Dickinson and Company

04.2014 – 04.2015

Oakville, Canada

- Managed communication with clients and company sales representatives to process special shipments and resolve logistical discrepancies for special orders using Lotus Notes database software
- Investigated and resolved various inventory discrepancies within an SQL database system (SAP)
- Ensured that all inventory leaving the facility reached its correct destination while using the correct means of transportation, in adherence to transportation bylaws
- Completed and verified all outgoing shipment documents

Education

Computer Systems Engineering

Sheridan College

Ontario College Advanced Diploma

2015

Oakville, Canada

Courses

Computer Science for Web Programming

HarvardX

Harvard University's introduction to the intellectual enterprises of computer science and the art of programming

06.2022 - 12.2022

Build Websites from Scratch

Codecademy

Ten week curriculum of web development fundamentals using HTML, CSS, JavaScript, and GitHub

04.2018 - 06.2018