

**Nelson Garcia**

211 Nelson Street,  
Stratford, Ont N5A 2K4

Phone 519-276-8289

Email nelsongarcia62@gmail.com

**Objective**

As an aspiring Software Engineering Technician, I am looking to obtain a responsible and challenging position where I can develop and learn within a growing company. My goal is to prove myself a valuable asset to your business.

**Education**

2000 – 2002 Lambton College Sarnia, Ont

Program - Hospitality and Tourism Management – Two Year Diplomas

Course – Food and Beverage Management, Cost Control and Analysis, Field

Tourism Sales and Trends, Human Resource Planning, and Business

2020- Present Centennial College Toronto, Ontario

Program – Software Engineering Technician – Two Year Diplomas

Object-oriented software design methodologies, user-oriented interface design, C#, Java, Oracle, MS-SQL Server, Unix/Linux, Microsoft's .NET, HTML5/JavaScript/XML, software testing, and QA.

## **Experience**

**September 2018- February 2020**

**Cheese Maker Apprentice, Monforte Dairy**

- Assist with prep work, making the cheese, packaging the cheese
- Sales
- Sanitization setup and takedown

**September 2017 - September 2018**

**Nanny**

- Care of two children, prepare meals, clean up after the children, and maintain the home in a clean manner

**July 2015 - September 2017**

**Department Manager, Zehrs Great Foods**

- Managing staff of 10
- Merchandise dept as needed
- Hitting targets and implementing strategies to improve sales
- Stock control
- Hitting sales targets
- Account analysis
- Recruiting and training of new staff

**2013 – July 2015 The Mobile Shop**

**Sales Agent**

- Use the product and plan knowledge to help customers find what they need across multiple carriers
- Retraining up to date information about all services and devices

**2012 –2013 Zehrs Great Foods Stratford. Ont**

**HMR Associate**

- Opening and Closing of the department

- Daily preparation and cooking of foods
- Customer Service associate

**2011 -2012 The Little Red Roaster London, Ont  
Barista/ Front Counter Help**

- Keyholder who was responsible for the opening and closing of the
- Assisting customers
- Assisted with placing orders

**2005 – 2009 Teletech Canada London, Ont  
Customer Support Agent**

- Understand the impact of attitude in handling calls professionally and effectively deal with job stress, angry callers, and upset customers
- Gain knowledge in Microsoft and Yahoo to correct Server or account issues

**2003 – 2005 The Right Blend London, Ont  
Management**

- Ensured the business met quality and foodservice regulatory requirements and making sure customers are provided with exceptional service.
- Designed interview questions, pre-screened and conducted interviews
- Assisted new employees with training and required information to be successful
- Tracked and organized weekly payroll for five to ten employees, and distributed paystubs and T4 at year-end

**2000 – 2002 The Second Cup Sarnia, Ont  
Certified Coffee Agent**

- Keyholder who was responsible for the opening and closing of the business
- Responsible for weekly coffee orders and maintaining inventory

**1997 – 2000 Pizza Delight Strathroy, Ont  
Pizza Maker**

## **Training**

- WHMIS Training
- Smart Service
- Cost Control
- Cooking
- Gardening