

MATHEN PANCHALINGAM

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Summary of Qualifications

- Detail oriented with over **7 years of experience** in customer service and customer retention
- Ability to work very well under pressure in fast paced environments with minimal supervision
- Highly punctual, very organized, and efficient multi-tasker
- Able to juggle multiple priorities and meet tight deadlines without compromising quality.
- Driven, creative, result-oriented, team player, resilient and excellent leadership skills
- Strong planner and problem solver who adapts to change, works independently and exceeds expectations
- Proficient reading and writing skills; attentive, clear communication skills with a friendly attitude
- Proficient in **Microsoft Windows - Office Tools (Word, Excel, PowerPoint, and Outlook)**, Adobe Acrobat, Adobe PageMaker, and Internet

Education

Software Engineering Technician,

Jan 2022-Present

Centennial College of Applied Arts and Technology

Employment Experience

Building Automation Operator

2018-Present

Provident Energy

- Monitored building automation systems in client buildings remotely using Sieman's Insight
- Responded to critical alarms in a timely manner to ensure the optimal operation of HVAC systems
- Sent out service requests to technicians as needed
- Assisted clients with government energy initiatives by providing telephone and computer assistance
- Submitted energy consumption data reports to the Ministry of Northern Development, Mines, Natural Resources and Forestry on behalf of clients
- Fostered and maintained professional relationships with clients and technicians
- Coordinated with field technicians to resolve emergencies in large residential buildings
- Trained new team members with software and daily tasks

Kitchen, Bath and Appliance Specialist

2015-2019

Home Depot Canada

- Earned personal recognition from customers and managers alike for excellent customer service
- Worked with colleagues to execute daily tasks using clear communication and teamwork skills which resulted in achieving departmental sales goals
- Explained product features and benefits of all appliances
- Assisted customers with product knowledge in adjacent departments, special orders and installation services
- Took the appropriate measures to resolve issues regarding installation and orders in person and on the phone
- Led workshops on installing faucets, vanities and toilets
- Organized kitchen designer nights