

# Kris Oud

Hamilton, On

Website: <https://oudiovisual.ca>

GitHub: <https://github.com/MrOud>

LinkedIn: <https://www.linkedin.com/in/kris-oud-576ba766/>

## Objective

To find a team to work with where I can utilize my talents, skills, and knowledge to their fullest potential in a continuous growth environment.

## Education

### Centennial College: Software Engineering Technician

2022-Present

Returning to school post-covid in a distance learning program focused on software design and development, professional communication, and math.

### Athabasca University: BSc Computing & Information Systems

2015 - 2020

Completed third year of study in an independent distance education in a program that covers a broad base of skills including: computer programming, networking, business communications, organizational behavior, critical reasoning, and mathematics.

### Niagara College: Electrical Engineering

2004 – 2005

While I did not complete this program it gave me an excellent understanding of basic electrical theory which has allowed me to complete numerous projects - both professionally, and as a hobby – as well as enhancing my skills in troubleshooting and repairing electronics.

## Relevant Skills and Experience

### Customer Service

- Over a decade of experience in providing professional and friendly experience through face-to-face interactions, telephone, and email.
- Gifted at explaining technical issues, and solutions, to non-technical people.
- Familiar with processing cash, debit, and credit transactions.
- Able to remain calm and professional in high stress situations.
- Effective and fair at conflict resolution.

## Computers

- Comfortable working with Windows, Mac, and Linux systems in both CLI and GUI applications.
- Excellent troubleshooting skills for hardware and software.
- Experience programming in Java, Python, C (for Atmel AVR), HTML, CSS, Javascript, PHP, and MySQL.
- Able to understand circuit diagrams, create custom circuits, and perform minor repairs on circuit boards (such as replacing surface mount components).
- Skilled at working with Adobe Photoshop, Illustrator, Premiere Pro, and Lightroom as well as their open-source alternatives.
- Constantly learning new skills and following industry trends.

## Labor Skills

- Familiar with inventory control, ordering, and documenting completed work.
- Quick and accurate data entry.
- Excellent verbal and written communication skills.
- Able to perform physically demanding tasks that require heavy lifting, bending, and a safety conscious attitude for extended periods of time.
- Adept at working with a variety of power tools.

## Employment History

Deskside Support Technician /  
Security & Compliance Analyst

Aug 2018 - Present

### Concentrix

Niagara Falls, ON /  
Hamilton, ON

Provided front-line technical support in a customer contact center with 400+ staff on site for a variety of campaigns. Duties included, but were not limited to:

- Troubleshooting and service user stations (Windows & MacOS), printers, network equipment, and mobile telecommunication devices.
- Provide friendly and professional support to members at all levels of the organization.
- Reimage and deploy workstations for both on-site and remote staff.
- Work with various teams to develop, and support, new campaigns as needed.
- Work independently, or as a team, to plan and deploy major system updates or network changes.
- Administer user accounts and systems using Active Directory and JAMF.
- Deploying software physically, remotely, or via SCCM.
- Track and update requests in a ticketing system.
- Maintain inventories and records using Excel.
- Created scripts in Power Shell to automate processes for auditing accounts and group memberships.

Promoted to the security and compliance team in Sept 2021. Worked with a variety of teams to ensure that client data was protected, and policies were enforced both on-site and for home-based employees.

Housekeeper  
**Wrinch Memorial Hospital**  
Hazelton, BC

June 2017 – Aug 2018

As the weekend housekeeper, I was responsible for keeping approximately 20 patient rooms clean as well as maintaining the kitchens, emergency room, public washrooms, and several other staff rooms. Additionally, I was required to respond to unexpected events in a timely manner. As the sole housekeeper on duty (during the weekend) this required excellent time management skills, adherence to established policies and procedures to protect the public, patients, and staff from biological risks, as well as sensitivity and tact when working with patients.

Line Cook  
McDonalds  
Castlegar, BC

Jan 2017 – Apr 2017

Night Crew - Stocking  
**Safeway**  
Castlegar, BC

May 2015 – Jan 2017

Working from 10pm to 6am, four nights a week, with one other staff member to unload incoming orders, stock store shelves, and complete inventory tracking/returns largely unsupervised. In this position I also used several pieces of heavy equipment with a safety conscious attitude.

Professional Nerd  
**Photostudio.ca**  
Kamloops, BC

May 2011 – Aug 2014

Worked as the sole employee of an independent photo studio. Duties included:

- Photo Restoration
- Digitizing 8mm film
- Troubleshooting and repairing a range of equipment including large format printers, cameras, VCRs, computers, and flashes.
- Maintained a fleet of multirotor craft for aerial photography.
- Building websites (HTML, CSS, ActionScript3, JavaScript, and jQuery) and writing other code as projects required.
- Designing electronics projects to improve operations within the studio.

Customer Service Representative – Cable TV,  
Cellular Phones, and Internet  
Northwestel  
Whitehorse, YT

Nov 2008 – Dec 2009

Provided customer service and technical support for phone, cable, and internet services.