**MARC – ANDRÉ**

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# Objectives

* Professional growth through experience in I.T. in order hone my skills in software and hardware;
* To exercise and develop my skills as a teacher and business communicator;
* To create strong positive customer experiences and to translate them into sales;
* To resolve novel and challenging technical issues;
* To be part of an engaged team that strives for constant improvement.

**Personal Information**

Languages

* Perfectly Bilingual (English/French)

Hobbies

* Client/Server-side full-stack web development: JavaScript, JQuery, HTML5, CSS, Node.js, MySQL, JSON, AngularJS;
* Programming: C, C++, Java and some PHP;
* Linux: Raspberry Pi as a MCU and server

Strengths

* Natural sales skills: energetic, charismatic and verbose;
* Communication: teaching, motivating, adapting and building trust;
* Leadership/team-building qualities and ideologies;
* Versed in accounting, taxation, marketing and management practices.

# Experience

Temporary Postition: uBreakiFix Bonaventure, Montreal Jan – Mar 2017

*Technician/Marketing Assistant* – Diagnostics and repairs of cellphones, computers and other electronics. Responsible for creating and maintaining positive customer experiences.

CrossFit Mansfield Athletic Club Downtown, Montreal 2016 – Present

CrossFit Mansfield Athletic Club Dix30 Brossard, QC 2015 –2016

*CrossFit Instructor –* Responsible for teaching, leading, motivating and coaching a class of up to 16 student/athletes. Requires developed communication & awareness of customer experience.

The Fairmont, Queen Elizabeth Montreal, QC 2006 - Present

*Laundry Attendant* – Responsible for the efficient utilization of industrial machines, identifying problems and resolving them.

*Washer*– Loading and running multiple industrial washing machines as well as basic debugging and soap formula management (Ecolab Systems)

*Team Lead* – Managing the laundry staff, external demands as well as being the fallback reference regarding any equipment failures.

Club de Ski Okpik, Brossard-Owl’s Head 2003

*Snowboarding instructor -* Charged with the safety and instruction of students

Petro Canada Brossard, QC 2005- 2007

*Cashier, Store Management, customer service*

Super Gaz Delson, QC 2005

*Attendant, Customer Service*

# Education and Certification

Mcgill University Business Management 2016

Concordia University Electrical Engineering 2007 - 2011

Champlain College, St-Lambert DEC Pure and Applied Sciences 2005 - 2007

Centennial Regional High School Greenfield Park 2000 - 2005

# *References – Available On Request*