Johnathan Policicchio

194 Moss Rd | Sault Ste. Marie, ON P6A 0B5 | 705-989-5646 | [johnathan.policicchio@gmail.com](mailto:johnathan.policicchio@gmail.com)

OBJECTIVE

Gain experience and develop my skills and abilities as a software developer in a professional workplace environment.

EDUCATION

Advanced Diploma, Computer Programmer Analyst April 2018

*Sault College, Sault Ste. Marie ON*

* Completing a 13-week work placement with the Sault Ste. Marie Innovation Centre.
* Developed computing applications using object oriented analysis and design, Javascript, PHP and server-side Java.
* Created mobile applications using common development tools.
* Expanded knowledge of integrating databases into web-based applications.
* Studied project management techniques and processes used in traditional workplace environments.

Diploma, Computer Programmer April 2017

*Sault College, Sault Ste. Marie ON*

* Learned how to install Microsoft Windows and Linux based operating systems.
* Acquired knowledge of internet technology networking and security.
* Studied HTML and CSS markup languages to learn how to design web pages.
* Developed skills using Javascript and SQL to create web-based DBMS applications.
* Learned how to create and manipulate relational databases.
* Increased my knowledge of the C++, Python and Visual Basic .NET programming languages.

Respiratory Therapy November 2011

*Fanshawe College, London ON*

* Participated in a clinical work placement at various hospitals in the south-western Ontario area.
* Developed skills for best practices in professional behaviour in the workplace.
* Practiced communicating with compassion, patience and understanding in stressful situations.

Certificate, Pre-Health Sciences April 2009

*Fanshawe College, London ON*

* Earned a GPA of 3.89.
* Studied various courses including biology, chemistry, mathematics, and physics.
* Learned the professional behaviour code of conduct.

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SKILLS & ABILITIES

Communication

* Excellent communication skills in both oral and written form.
* Can communicate very effectively in a team centric environment.
* Bilingual, strong English and intermediate French.
* Exceptional listener.

Leadership

* Have been assigned leadership roles in previous work experience.
* Trained new employees.
* Organized and coordinated daily tasks in a team environment.

Teamwork

* Exceptional ability to work in a team environment.
* Many years of experience working in environments that require collaboration.
* Very dedicated and reliable team member.

EXPERIENCE

Geek Squad Agent April 2017 to Present

*Best Buy Canada, Sault Ste. Marie, ON*

* Troubleshoot issues customers have with electronic devices.
* Repair computers that have problems with software or hardware.
* Work on numerous projects simultaneously in a collaborative environment.
* Sell various product service plans offered by the company.
* Track and target company guidance’s to meet business goals.

Product Process Associate July 2012 to March 2017

*Best Buy Canada, Sault Ste. Marie, ON*

* Protect sensitive information including company policies and customer information.
* Ship, receive and merchandise products.
* Maintain knowledge of the most recent developments in consumer technology.

Customer Service Representative Summer 2009

*Agero Inc, Sault Ste. Marie, ON*

* Represented various automakers
* Received incoming phone calls to provide roadside assistance
* Awarded a bonus for achieving a 100% customer approval rating.