**Joseph Tassone**



460 Doncaster Rd, Sault Ste. Marie, Ontario, P6C 6G2

Home: 705-946-3906 Cell: 705-254-8389 joetasswon@msn.com

**Objective:**



To obtain the Help Desk Assistant position, which will aid in my continual development in the field of computer science.

**Highlight of Skills and Qualifications:**



|  |  |  |  |
| --- | --- | --- | --- |
| ● | Strong communication skills | ● | Training at Heights |
| ● | Reliable and dependable | ● | EASE Selling Standards |
| ● | Proficiency with Java Programming | ● | Smart Serve Certification |
| ● | Problem solver | ● | WHMIS Training |
| ● | Team oriented | ● | Positive outlook |

**Education:**



**Bachelor of Arts in English, Minor in Business**

Algoma University,Sault Ste. Marie, Ontario, Canada

* Completion of the honours degree included course work focusing primarily on literary arts, as well writer’s craft.
* The curriculum involved significant case work, and resulted in the publishing of an article to Maclean’s Magazine.

**Work Placement Certificate**

Algoma University,Sault Ste. Marie, Ontario, Canada

* The certificate was granted for completing three paid work terms (1 year) through both the Ontario Lottery Gaming Corporation and Algoma University Registrar’s Office.

**Bachelor of Arts in Computer Science (Third Year)**

Algoma University,Sault Ste. Marie, Ontario, Canada

* Currently progressing into the third year of the honours degree in computer science.

**Volunteer Experience:**



**AUSU Representative**

Algoma University Student Union (2012 to 2014)

**Column Writer**

Sentient Newspaper Algoma University (September 2011 to September 2012)

**Resume Writer**

Independent (2010 to Present)

**Theatre Festival Board Member**

Soothfest (2009 to 2012)

**Elementary School Tutor**

Algoma District School Board (2011 to 2012)

**Work Experience:**



**Customer Service Representative**

TD Canada Trust

(November 2015 to Present)

* Complete financial transactions such as deposits, withdrawals, bill payments and other account transactions for customers in an accurate and efficient manner.
* Contribute to an excellent customer service experience by ensuring that problems are handled appropriately and that issues are escalated when necessary.

**Service Continuity Assistant – Risk Management**

Ontario Lottery and Gaming Corporation

(August 2014 to May 2015)

* Improved processes through automation and maintained the department’s many databases.
* Edited high priority risk and disaster documentation, as well as outgoing reports.

**Sales Associate**

Virgin Mobile Canada

(September 2012 to August 2014)

* Responsible for the selling of cellular products and accessories based on a customer’s wants and needs.
* Maintained cash tills, accounting reports, and handled bank deposits.

**Theatre Technician**

Algoma District School Board

(September 2008 to September 2014)

* Operated and serviced electronic stage production equipment for theatrical shows and performances.
* Assisted with the reconstruction of district auditoriums with the intention of modernization.

**References:**



**Kimberly Sandvik,** Customer Relations Coordinator

TD Canada Trust

Cell: (705) 971-3823

Kimberly.Sandvik@td.com

**Dale Kingsley**, Senior Manager Service Continuity

Ontario Lottery and Gaming Corporation

Cell: (705) 255-1482

DKingsley@olg.ca

**Justin Allen-Lessard**, Manager

Virgin Mobile Canada

Cell: (705) 542-4446

Justin.allen-lessard@virginmobile.ca

**More References Available Upon Request**

