

Eric Thompson
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Highlight of Qualifications

- 8+ years of retail experience in sales, computer analytics, information technology and data mining.
- Extensive knowledge of Python, C#, SQL, Java and C++.
- Excellent communication skills and a proven ability to juggle multiple high priority tasks.
- Detail-oriented, strong organizational skills, with ability to carry out tasks with minimal supervision.
- Focused on hardware diagnostics, computer networking, & machine learning.

Technical Skills

- **Programming Languages:** Python, C#, Java, C++, SQL, HTML, CSS, React.js, JavaScript, TypeScript
- **Data Science & ML:** Pandas, NumPy, Scikit-Learn, TensorFlow, PyTorch
- **Databases:** MySQL, PostgreSQL
- **Tools:** Tableau, Power BI, Git, Jupyter Notebook, Docker
- **Cloud & Deployment:** AWS, Flask, FastAPI, Heroku

Education

Computer Programming

September 2022 – June 2024

Durham College, Oshawa, ON

- *Relevant Courses:* Object-Oriented Programming, Computer Systems-Hardware, Database Development, Software Testing & Automation, Systems Development

Artificial Intelligence Analysis, Design and Implementation- Graduate Certificate

September 2024 – Present

Durham College, Oshawa ON

- *Relevant Courses:* AI Algorithms I, AI in Enterprise Systems, Visualization and Data Storytelling, Applied Mathematics for AI Systems

Professional Experience

Administration Assistant

May 2023 – Present

Durham College, Oshawa, ON

- Monitor the main Faculty of Business and IT email inbox and assist with inquiries received through the main phone line.
- Organize and maintain student academic forms while overseeing the proper disposal of highly confidential/sensitive records in accordance with guidelines.
- Acted as liaison between Academic Advisors, Executive Deans, Faculty, and other stakeholders as directed.

Geek Squad Certified In-Store Service Agent***November 2018 - September 2023******Best Buy Canada LTD, Oshawa, ON***

- Resolved unsatisfactory customer issues and complaints; investigated root cause; identified and implemented action plans to prevent recurrences.
- Maintained excellent customer service skills to communicate client needs effectively and provide quality service to enhance customer satisfaction.
- Aided with call logging, and any necessary follow up to clients through email, telephone, and/or walk-up support ensuring quality of service.
- Aid in training and coaching agents and ensure repair and service duties are delivered in accordance with Geek Squad's high standards and Best Buy's Values
- Technical work on computers and devices included but not limited to, hardware repairs, installation and operating system repairs on both MacOS and Windows 10/11

Senior Advisor***March 2015 – November 2018******Best Buy Canada LTD, Oshawa, ON***

- Developed strategic goals and objectives for the team.
- Assisted in running development training to aid associates in selling Geek Squad products and services to ensure targets were exceeded.
- Assisted with coaching & development of the team, overlooking a team of up to 12 sales specialists.
- Skilled in visual merchandising to ensure customers have a positive shopping experience.
- Supported mobile computing technology, including wireless, smartphones, Windows & Apple devices.
- Resolved customer issues and managed the sales floor as Sales Floor Lead and Manager on Duty.
- Develop, maintain, and communicate strong, up-to-date knowledge of computers, tablets, and related accessories.