Timothy Molga

Mississauga, Ontario, Canada ✉ timothymolga@gmail.com ☐ (647) 466-7523 ▯ in/timothy-molga-54129ba5

SUMMARY

Experienced and professional individual with involvement in customer-facing businesses and a propensity for managing people and projects. Passionate with analyzing and producing solutions to problems through established or creative means.

EXPERIENCE

Quality Assurance, Case Manager
Dynamic Functional Solutions Inc.   **2015 - 2019, Mississauga, Ontario**

· Managed customer files and claims.
· Review a large volume of medical reports for continuity, accuracy, spelling, grammar and compliance with Statutory Accident Benefits Schedule (SABS) and recent arbitration decisions.
· Liaise with a wide range of professionals on a daily basis including medical doctors (orthopaedic surgeons, psychiatrists, general practitioners etc.), legal representatives, insurance adjusters, and case managers.
· Respond to clients and healthcare professionals' queries in a timely and professional manner.
· Understand and execute current Service Level Agreements (SLA's) as well as internal objectives to ensure clients, evaluators and secondary service providers receive a high level of service.
· Mentored new employees with regards to the Quality Assurance process.

Clerk/Supervisor
Highland Farms   **2010-2015, Mississauga, Ontario**

· Demonstrated the ability to build positive relationships and rapport with customers by obtaining repeat business.
· Secured customer loyalty by personally answering questions or dealing with complaints.
· Ensured a high level of customer satisfaction, by providing customers with prompt, courteous and professional service.
· Performed minor tasks involving management and supervision of employees.
· Kept track of and maintained organization of overstocked products.

PROJECTS

Capstone Project - Keep It Local

· Planning, designing, and developing a website from scratch for an online farmer's market.
· Developed website based on collaboration with client requests and development team.
· Maintained communication and discussion with client regarding the progress of the project, features, and feedback.

EDUCATION

College Diploma in Computer Systems Technology - Systems Analyst
Sheridan College · Brampton, Ontario · 2019

Bachelor of Arts in Psychology
York University · Toronto, Ontario · 2015

COURSEWORK

Capstone
Computer Science · Teamwork
Coordinating system planning and coding with a small group of people.

Technical Communication
Business · Writing for a business setting
Writing technical documents to describe a business problem with a proposed solution.

Systems Development Methodologies
Computer Science · Technical analysis
Analyzing business systems/problems and producing easy to understand technical diagrams.

SKILLS

Management, Customer Service, Problem Solving, Analysis, Computers, Writing, Teamwork, Telephony

REFERENCES

Available upon request.

GRADE REPORT

Sheridan

Grading system details can be found at
http://academicinformation.sheridaninstitute.ca
If you have a query regarding any grade – contact
your professor or the coordinator for your program

Molga,Timothy Alexander
59-405 Hyacinthe Blvd
Mississauga, ON, L5A3N1, CAN

ID: 991406911

Program
Computer Systems Technology Ne

Plan
Computer Systems Technology

Fall 2016

Subject	Course	Course Name	Grade	Credits
PROG	10082	Object Oriented Prog 1 - JAVA	B+	6.00
INFO	16029	Problem Solv/Programming Logic	A	3.00
SYST	10049	Web Development	A	3.00
SYST	16529	Business Software Systems	A	3.00
CULT	10001G	Impact of Culture on Workplace	A+	3.00
MATH	26507	Discrete Math	A+	3.00

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Sheridan

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Program
Computer Systems Technology Ne

Plan
Computer Systems Technology

Winter 2017

Subject	Course	Course Name	Grade	Credits
SYST	13416	Linux/UNIX-Operating Systems	A	3.00
HUMN	16859G	The Undead in Literature	W	3.00
PROG	24178	Object Oriented Program 2 Java	A	6.00
MATH	24376	Applied Calculus	W	3.00
TELE	13167	Introduction to Data Communica	A	3.00
SYST	10199	Web Programming	A	3.00

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