

SUMMARY

Bilingual IT student with business and customer service experience.

INTERNSHIPS

Help Desk Tier 1, CRA Fall 2019 – Winter 2020

Computer Technician, BC Tech for Learning Society Winter 2019 – Summer 2019

- Surpassed manager set expectation of activating 10 system units by consistently processing 25-30 in one day
- Collaborated with coworkers to speed up the refurbishment process
- Dust, clean, assemble, diagnose and register hardware into database
- Stress test computers and laptops using MemTest86 and Aida64 in a Linux boot environment
- Deploy over PXE, setup, update and configure Windows 10 and Office
- Test monitors and peripherals and pack orders for shipping
- Other tasks such as imparting knowledge to volunteers, processing incoming shipments, updating the company website, organizing filing system and mailing tax donation receipts

CERTIFICATE

CompTIA A+

EDUCATION

Kwantlen Polytechnic University 2017 - Present

Computer Information Systems

- Headed a group of 4 to complete the planning stage of a project based off real conditions and presented our findings to the class
- Confident in the ability to improvise and give high energy presentations
- Completed CCNA 1 Routing and Switching student level with merit

École Kwantlen Park

Work Experience Placement: Commercial Graphics Assistant, CopyTek LTD. Spring 2016

- Attended customer consultations
- Made business cards, flyers and banners in the customers vision
- Use in-house print and press equipment to complete works from start to finish
- Used InDesign, Photoshop and Illustrator to create both vector and raster graphics

WORK EXPERIENCE

Night Auditor, The Buchan Hotel Summer - Winter 2017

- As the primary contact point, acted as a receptionist, clerk, security person, café attendant, housekeeping scheduler and financial auditor
- Operated industry standard equipment and software: Moneris and Shift4
- Verified all statements over multiple systems, closed the daily payments batch and formatted reports for the accountant
- Collaborated over the phone and email with local hotels to pinpoint available rooms in the Vancouver area and keep watch for security threats
- De-escalated problematic situations by listening to guests and providing solutions that are agreeable to them and the business

Crew Member, McDonald's 2015 - 2017

- Managed teams of up to 3 new crew members at once
- Creatively solved situations to keep the store running smoothly
- Trusted to fill in for the manager on duty
- Cross-trained for greater productivity
- Upsold to increase product sales and donations
- Frequently recognized for fast service times
- Stayed late regularly during the busy season to go beyond what was asked and make sure everything was ready for the next day

SKILLS

- Microsoft Office 365
- Adobe Creative Suite
- French