

# DAVE GWYN

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## **SUMMARY**

Highly accomplished technology savvy (IT) leader with an extensive background in Sales and Senior Management. Proven ability to manage successful IT departments, technical support programs, and teams. Consistent history of reducing costs, improving efficiency, and increasing productivity. Hands-on manager with the ability to lead, motivate and coordinate technical teams and projects. Familiar with planning and supervising technology implementations and upgrades. Adept at selection and purchase of hardware and software. Able to work with end users to determine requirements. Previous experience in designing and implementing corporate networks. Ability to bridge the gap between technical and non-technical personnel. Excellent presentation and communication skills.

## **PROFESSIONAL EXPERIENCE**

**International Business Machines (IBM), Markham, ON**

**2014 – Present**

### ***SDSC and Projects - EUS***

Acting coordinator for the busiest branch in North America. Manage call coordination, scheduling, escalations and employee training for all high-volume engineers within the branch. Introduced new processes that drove SLA completion target above 90% upon taking over the position. Developed new map and territory assignments the improved efficiency in the travel and call closure of the engineers serving the branch.

- Coordinated scheduling, call assignments, and projects for 16 systems engineers in the branch.
- Handle escalations for the branch from start to resolution across all EUS platforms.
- Brought new innovative ideas to the position including project closure, LAR cleanup, and group chat text messages.

**International Business Machines (IBM), Markham, ON**

**2011 – 2014**

### ***Systems Engineer***

Accountable to ensure a high level of customer satisfaction with the service delivery, technical support, and operational services for customer accounts. During critical situations act as IBM's technical interface to customers and manage the situation until the problem is solved. Thorough understanding of, and able to articulate, IBM's technical support strategy.

- Consistently exceeded SLA requirements while providing exemplary customer service.
- Managed parts location with zero due past 30 days over three years.
- Top 25% calls closed within EUS Branch 57 throughout tenure.

**XEROX - Better Business Equipment, Inc., Port Hope, ON**

**2008 – 2011**

### ***Director of Information Technology and Managing Partner***

\$5.8 million distributors of office products, consumables, and computer equipment and services. Held dual role responsibility including Director of Information Technology and Managing Partner. Launched iTECHIES computer technical support products and services along with Rocket Line High-Speed DSL service.

- Managed all technical support issues, corporate information systems, and telecommunications for the business.
- Conducted a complete review of all hardware and software systems. Identified existing and potential issues. Prepared plan to upgrade and enhance all information systems.
- Dramatically increased network speed and uptime. Carried out a major redesign of the corporate network. Replaced all servers and PCs. Installed and upgraded routers and switches and migrated the operating system to Windows Server 2008.
- Managed eight network engineers, web programmers and service technicians with a \$1.85 million budget.

**XEROX – Breakaway Business Systems, Pickering, ON****2006 – 2008*****Systems Analyst and Sales Consultant***

\$3.9 million distributors of office product sales including printers, copiers, multi-function machines and consumables, computer system sales and integration, and website development. Managed Xerox sales territory responsible for reaching monthly / yearly plan while building computer sales and services branch of business from scratch.

- Developed marketing plan for computer system sales and services portion of the business and grew revenues to over 600K in first 12 months while also gaining market share.
- Strategic client development. Increased sales by 30%. Exceeded company market share goals by effectively growing the existing territories.
- Built strong relationships with new and existing customers. Developed product knowledge and identified which products met client's needs and preferences.
- Planned, designed, and developed websites from concept to completed for clients.

**Van Go Window Fashions, Bowmanville, ON****2004 – 2007*****Founder and President***

Started and grew a successful window fashions sales and service company serving the Durham Region, generating annual revenue of more than \$1.6 million. Managed and directed sales and service force of 5 employees and made all crucial business decisions.

- Developed internal policies and procedures. Created sales processes, managed vendor sourcing and relations, and assumed responsibility for the hiring and training of employees.
- Collaborated with a marketing agency in developing a comprehensive marketing strategy, including a professional website and marketing collateral.
- Sold business model to vendor including all contacts and company structure in May 2007.

**Future Shop, Ajax, ON****2000 – 2004*****Lead Computer and Networking Technician*****EDUCATION**

Software Engineering, Centennial College, Toronto, ON (2019)

Information Systems Network Engineering, Diamond Institute of Technology, Ajax, ON (2001)

Bachelor of Computer Science, University of Toronto, Toronto, ON (2000)

Ontario Secondary School Diploma – Pickering High School, Pickering, ON (1996)

**TECHNICAL SKILLS**

**Database:** SQL Server, MySQL, Maria DB, Mongo DB, Amazon RDS, Amazon DynamoDB

**Hardware:** PC/Server Assembly and Repair, Routers, Switches, Hubs, and Peripherals

**Networking:** LAN/WAN, TCP/IP, IPX/SPX, T1, VPN, RAS, WINS, DHCP, DNS, DSL, ISDN, POTS, Terminal Services, PPTP, L2TP, IPSec, WEP, IIS, FTP, Wireless, Ethernet (10/100/1000)

**Operation Systems:** Microsoft Windows, Android, Unix/Linux

**Programming:** C#, Java, Android Development, MEAN Stack Development

**Security:** WatchGuard Firebox, Norton Personal Firewall, McAfee Personal Firewall, Miscellaneous Antivirus/Anti-Spyware Software

**Tools:** Microsoft Visual Studio, Visual Studio Code, Eclipse, IntelliJ, Microsoft Visio, Access, and Project, GitHub, Microsoft Azure

**Web Design** HTML, CSS, JavaScript, JSON, ASP .NET

**CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT**

**XEROX** Sales Professional Training Graduate – Gold Pen Award for Top of Class  
CompTIA A+

**COACHING EXPERIENCE AND HIGHLIGHTS**

Coached minor hockey for the past 20 years and hold a High-Performance II Coaching Certification attained through the National Coaching and Certification Program. Some recent highlights include:

2012 – Present – 2018, 2016 PWHL Gold Medalists, 2018, 2016 OWSA Gold Medalists  
Head Coach, Toronto Jr. Aeros – Provincial Women's Hockey League

2015 Canada Winter Games – Prince George, BC – Silver Medalists  
Assistant Coach, Team Ontario

2013 National Under 18 Championship – Calgary, AB – Silver Medalists  
Assistant Coach, Team Ontario Blue

2012 National Under 18 Championship – Dawson Creek, BC – Bronze Medalists  
Head Coach, Team Ontario Red

2011 National Under 18 Championship – Saguenay, QC  
Head Coach, Team Ontario Blue

2011 – 2012 – Regular Season, Playoff and Final 4 Gold Medalists  
Head Coach, Toronto Midget Aeros – Lower Lakes Female Hockey League

2011 MLP Cup – Zurich, Switzerland – Gold Medalists  
Assistant Coach, Hockey Canada National Under 22 Development Program

2010 Provincial Women's Hockey League - Coach of the Year, 2009 National Midget Championships – Silver Medalist, 2009 OWSA Provincial Midget Championships – Gold Medalist, National Coaching & Certification Program – High Performance I & High-Performance II Certifications, National Coaching & Certification Program – Theory Level III, Nike Certified Skills Instructor, Speak Out Harassment & Abuse