
SIERRA MACDONALD

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SUMMARY

Enthusiastic and outgoing Technical Writing student currently employed as a Technical Support Representative.

EDUCATION

Technical Writing
Humber College – Expected
graduation 2020

Computer Networking and Technical
Support
Seneca College 2015 – 2018

TECHNICAL SKILLS

- ❖ Technical writing
- ❖ T-SQL & MySQL
- ❖ Windows & Linux server administration
- ❖ Network diagnostics and design
- ❖ Customer service and support

EXPERIENCE

TECHNICAL SUPPORT REPRESENTATIVE 05/2018 – PRESENT
KEV GROUP TORONTO, ON

Co-authored public-facing FAQ documentation which alleviated support ticket inflow.

Documented internal technical support processes enabling other employees to complete tasks independently.

Created internal reports in SQL Server Management Studio to measure client statistics.

Swiftly corresponded with clients on inquiries, improving the overall customer satisfaction ratings.

LAB ASSISTANT 01/2018 – 05/2018
SENECA COLLEGE TORONTO, ON

Assisting students in a classroom setting by troubleshooting minor technical issues.

Answering questions and marking off labs in Windows and Linux environments.

SALES ASSOCIATE SEASONAL 11/2016 – JANUARY 2017
TOYS R' US AIRDRIE, AB

Greeting customers and interacting in a friendly manner, up-selling warranty products.

Suggesting and locating products that would best suit needs.

DATA ENTRY CLERK 07/2014 – 08/2015
CANADIAN FREIGHTWAYS CALGARY, AB

Processed invoices inputting important information quickly and accurately with a typing speed of 70wpm and 97% accuracy.

Filled out paper work with critical information that affected deadlines and deliveries.

VOLUNTEER EXPERIENCE

ROCKYVIEW SCHOOLBOARD 08/2017

Helped input information using various tools including PowerSchool and SchoolEngage to organize busing routes for students.