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# SIERRA MACDONALD

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EMAIL:  
sierrainertia@gmail.com

PHONE NUMBER:  
(587) 999-4125

LINKEDIN URL:  
linkedin.com/in/sierra-inertia

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## SUMMARY

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Enthusiastic and outgoing Technical Support Representative dedicated to improving client experiences.

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## EDUCATION

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Technical Writing  
Humber College 2019-2020  
Computer Networking and Technical Support  
Seneca College 2015 – 2018

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## TECHNICAL SKILLS

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- ❖ Troubleshooting using Transact SQL
- ❖ Jira ticket creation and tracking
- ❖ Windows and Linux administration
- ❖ IP routing and configuration
- ❖ Customer service and support

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## EXPERIENCE

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

Effectively triaged client inquiries by department and urgency, decreasing the overall ticket response time.

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

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

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

**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 95% accuracy.

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

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## VOLUNTEER EXPERIENCE

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**ROCKYVIEW SCHOOLBOARD** 08/2017

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