
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

EXPERIENCE

TECHNICAL SUPPORT REPRESENTATIVE KEY GROUP

05/2018 – PRESENT
TORONTO, ON

- Co-authored public-facing FAQ documentation which alleviated support ticket inflow.
- Documented internal technical support processes enabling other employees to complete tasks themselves.
- 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 SENECA COLLEGE

01/2018 – 05/2018
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 TOYS R' US

SEASONAL 11/2016 – 01/2017
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 CANADIAN FREIGHTWAYS

07/2014 – 08/2015
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 bus routes for students.