BACKGROUND

With more than 2 years spent at the university level studying Computer Science, I now have a solid technical foundation. My time spent working in the family restaurant and nutrition department at St Mary’s hospital have helped develop my customer service skills and given me a strong work ethic. Also, having to deal with many different responsibilities have made me into a self-sufficient person.

EXPERIENCE

SNAPSHOT

INDUSTRY EXPERTISE

* Restoration
* Information Technology
* Health Care

TECHNICAL SPECIALIZATIONS

* Programming
* Customer service
* Information Management

CGI EXPERIENCE

Service Center, Suncor – (10/16 TO 06/17)

As a level 1 technician for Suncor employees. My tasks consists of taking incoming calls, offering the best possible customer service, and aiding clients with whichever incidents they encounter. This position also involves opening, closing and/or sending out tickets to different support groups, aiming to achieve the best possible outcome.

Service Center, Suncor Senior Specialist – (06/16 TO 02/09/2018)

As 1.5 Senior Specialist I was task with the following:

* Fielding calls from L1 consultants on a variety of technical, procedural, and soft-skills aspects.
* Queue management and ticket quality review.
* Technical coaching for L1 consultants.
* Training new L1 consultants.
* 24/7 on-call rotation.
* Assist TLs in evaluation of ticket quality as part of monthly coaching initiative.
* Reviews and updates (as required) KB documentation;
* Participates in review of documentation specific to process & procedures
* Team inventory list is maintained on a monthly basis
* Participates in the integration of various internal or client projects in order to minimize potential impacts to the quality of service provided to our client(s).
* Provides technical training
* Ensures required tools are fully functional
* Optimization of Team
* Participation during SLA challenges / outages

Service Center, Suncor ASC Team lead – (02/09/2018 TO 08/20/2018)

* Draft and maintain policies, standards and procedures for service desk related services.
* Use appropriate methods and tools in the development, maintenance, control and distribution of quality and environmental standards.
* Ensure technical leadership to operational staff, and takes responsibility for business continuity.
* Supervise team members in operational delivery within a prescribed work mandate.
* Allocate work amongst team members, review and track completion deliverables.
* Record incidents reported by clients; support the client through the problem solving process.
* Work in close collaboration with specialized technical teams.

Network Operations Montreal, Team lead – (08/20/2018 TO Present)

* Draft and maintain policies, standards and procedures for service desk related services.
* Use appropriate methods and tools in the development, maintenance, control and distribution of quality and environmental standards.
* Ensure technical leadership to operational staff, and takes responsibility for business continuity.
* Supervise team members in operational delivery within a prescribed work mandate.
* Allocate work amongst team members, review and track completion deliverables.
* Record incidents reported by clients; support the client through the problem solving process.
* Work in close collaboration with specialized technical teams.

OTHER EXPERIENCE

CGI – (10/16 TO Present)

Service Desk – Level 1 Technician. Taking incident calls for Suncor employees and providing support.

St Mary’s Hospital – (04/05 TO 02/2018)

Nutrition Department - Dealing with most tasks involved in a kitchen.

Cuisine Caraibe delite – (06/00 TO Present)

Restaurant – Waiter, customer service, cook and inventory.

EDUCATION

Bachelor’s Computer Science, Concordia University, Software Systems (incomplete)

TRAINING AND CERTIFICATIONS

* CGI IntegrationTraining (4 days)
* ITIL Foundation
* HDI Team Lead

SKILLS SUMMARY

|  |  |  |
| --- | --- | --- |
| **SKILL** | **NUMBER OF YEARS** | **SKILL LEVEL\*** |
| Technical skills |
| Communications (Clients and agents) | 1 | 4 |
| Customer service | 10 | 4 |
|  |  |  |
| Application knowledge |
| MS Office ( Word, Excel) | 15 | 3 |
| Visual Basic | 4 | 2 |
| Java Base, C++ | 2 | 2 |
| IT disciplines |
| Coding | 4 | 2 |
| Troubleshooting | 4 | 2 |
|  |  |  |
| Industry knowledge |
| Service Desk (Level 1 Tech) | 1 | 4 |
| Service Desk (Senior) | 1 | 3 |
| Service Desk TL | >1 | 2 |
|  |  |  |
|  |  |  |

\* 1 = basic, 2 = familiar, 3 = competent, 4 = expert