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1 <html>
2   <body>
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BRADLEY JAMES

```
3
4   <!-- Aspiring IT Professional -->
5
6   <telephone="250-864-6432">
7   <email="work@bradley-james.ca">
8   <location="Kelowna, BC">
```



SUMMARY

With years of experience in customer services and a passion for technology I am enthusiastic about playing a supporting role and being a resource to help people learn. Pulling from knowledge gathered in customer facing and people managing roles I have learned to be creative and resolution oriented. Coupled with patience and a gravity to motivate myself and others I look forward to learning new things and sharing that knowledge as I progress. Along the way I will keep playing video games and practicing my Japanese for when I get to go to Japan. はじめまして

EXPERIENCE

TD Wealth

Admin Assistant

🕒 2016 - Today

- * Greet clients
- * Assist with onboarding and training new hires
- * Accomplished tasks within established timeframes
- * Keep up to date with regulatory compliance
- * Monitor and submit access requests
- * Maintain inventory and help deploy computer assets
- * Provide informal IT support to colleagues

Starbucks

Shift Supervisor

🕒 2013 - 2017

- * Completed store opening and closing procedures
- * Prepared shift summary reports and communicate regularly on goals and progress
- * Trained new employees, delegating daily tasks and responsibilities as needed
- * Responded to and resolved customer questions and concerns

Real Canadian Superstore

Electronics Representative

🕒 2008 - 2013

- * Keep up to date with knowledge of products
- * Balanced and organized cash register
- * Worked independently to set up and maintain merchandised products, aligning to vendor needs

SKILLS

Soft Skills {

Customer Service;
People Managing;
Solution Oriented;
Detailed; Adaptable;
Strong Communication;
Computer Savvy;

}

Software {

Word; Excel; VBA; Outlook;
Salesforce; Teams;
Windows; Android;
Google Docs; VS Code;
Github; C; HTML: CSS;

}

STRENGTHS



Creative



Personable



Lifelong learner



Problem solver



Reliable



Experienced

Marusa Marketing

Customer Care Representative

🕒 2007

- * Troubleshooting customer concerns with mobile devices
- * Identified potential products to benefit customers existing mobile plans
- * Stay up to date with products and services
- * Meet standards with typing speeds and accuracy

WIS

Inventory Clerk

🕒 2005 - 2007

- * Used hand-held devices to record and monitor inventory levels
- * Address inaccuracies while completing external audits
- * Adapted to various hours and working locations
- * Assisted with the training of new staff
- * Completed regular testing for typing speed and accuracy

Tim Hortons

Shift Supervisor

🕒 2004 - 2005

- * Helped store management meet standards of service and quality in daily operations
- * Maintained clean and well-organized production areas
- * Completed store opening and closing procedures
- * Responded to and resolved customer questions and concerns

MY FREE TIME



- VIDEO GAMES
- PLANTS
- HIKING
- TV & MUSIC
- READING
- JAPANESE

Side Projects {

< bradley-james.ca  >

< [github](https://github.com)  >

< [OSSU CS degree](#)  >

}

EDUCATION

CS50

Harvard University via edX.org

2022-

Introduction to computer science

HS Diploma

North Delta Senior Secondary

2004

9 </body>

10 </html>

< [linkedin](#)  >