

# VIKTOR ALVAR

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## WORK EXPERIENCE

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### Shopify

Mar. 2021 – Sep. 2021

*Junior Support Advisor*

*Remote*

- Front-line support via live chat/email/phone for merchants who use the Shopify platform for their day-to-day business needs
- Answered questions, provided detailed troubleshooting support, and gave helpful advice to help grow many merchants' businesses
- Collaborated with other internal teams to troubleshoot and solve merchant's software/hardware issues
- Employed empathy and several other written and conversational skills to maintain a meaningful relationship with merchants

### Kasa Supply

Nov. 2020 – Feb. 2021

*Web Developer Intern*

*Surrey, BC*

- Designed wireframes and mockups for e-commerce website
- Worked with outsourced development team to implement e-commerce website using WordPress
- Developed scripts to organize inventory excel sheets using NodeJS

### Purposely

Apr. 2019 – May 2019

*Software Developer Intern*

*Burnaby, BC*

- Joined a small startup with a team of four students as part of a school project practicum
- Optimized admin pages to improve user experience using React
- Updated API endpoints to support new front-end components using Django REST framework

### Royal Canadian Superstore

Feb. 2019 – Present

*Click and Collect Personal Shopper*

*Surrey, BC*

- Fulfill customer requests via phone/email and provide excellent customer service
- Troubleshoot hardware/software problems and escalating issues to IT department
- Oversee multiple colleagues and train new hires as shift leader

### Urban Planet

Jan. 2017 – Apr. 2018

*Sales Associate*

*Surrey, BC*

- Directed customers to merchandise in the store and provided outstanding customer service
- Operated cash registers, managed financial transactions, and balanced drawers

## EDUCATION & CERTIFICATIONS

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### British Columbia Institute of Technology

Sep. 2017 – May 2019

*Computer Systems Technology Diploma*

*Burnaby, BC*

- Graduated with distinction (Overall GPA of 87%)

### CompTIA Network+

Expected December 2022

### CompTIA Security+

Expected March 2023

## SKILLS

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**Operating Systems:** Windows, Linux (Ubuntu/Fedora), MacOS

**Programming Languages:** Java, C, C++, Python, JavaScript, HTML, CSS, SQL

**Software:** Microsoft Office, WireShark, VMWare, Virtualbox, OpenVPN

**Tools:** Git/GitHub, Slack, ZenDesk, Trello, Jira