

# Cecil Andrews

416.475.1285 | cecil.r.andrews@gmail.com | Toronto, ON | [www.linkedin.com/in/craandrews](http://www.linkedin.com/in/craandrews)

---

*"Working on the next version of my career: Cecil 2.0"*

---

## Summary of Qualifications

- Strong analytical skills and understanding of human behaviour for developing creative results
- Results-oriented individual with ability to work independently with strong communication and customer service skills
- Well developed written and verbal communication skills, that can effectively bridge the gap between business and technology stakeholders
- Ability to understand client technical needs and requirements to suggest & translate into customized solutions
- Accomplished leader and coach with ability to organize, delegate and influence decision-making through skills obtained from volunteering and workshops

## Technical Skills

<b>Operating Systems</b>	Windows, Android, iOS, Mac OS, Linux
<b>Applications</b>	ServiceNow, Microsoft Office 365, GanttProject
<b>Tools</b>	VMware, G Suite by Google, Packet Tracer, <a href="#">Git/GitHUB</a>
<b>Project Management</b>	Agile, Waterfall, Scrum and Gantt Charts
<b>Languages</b>	HTML5, CSS3, Python, LaTeX

## Education and Certifications

<b>Microsoft Technology Associate - Software Development Fundamentals (98-361)</b>	Expected May 2019
<b>CompTIA A+</b>	April 2019
<b>Cisco IT Essentials Certification</b>	April 2019
<b>Junior IT Analyst Program</b> NPower Canada   Toronto, Ontario <i>14-week intensive in-class training on the fundamentals of computer technology, and project management essentials</i>	Jan 2019 – May 2019
<b>Bachelors of Science - Honours</b> University of Toronto   Toronto, Ontario <i>Biological, Cognitive, Developmental and Social Psychology   Socio-Cultural and Linguistic Anthropology</i>	June 2018

## Achievements

Community Engagement Legacy Award - <i>University of Toronto</i>   Toronto, ON	2018
Selected to participate in Study Abroad Program - <i>Humboldt University</i>   Berlin, Germany	2017

## *Work Experience*

### **Wireless Sales Associate**

June 2018 - Present

OSL Retail Services | Mississauga, ON

- Responsible for meeting sales objectives through converting opportunities into transactions
- Independently managed facility managing inventory, driving sales, merchandising and reconcile store issues coordinating with district manager and Walmart store manager
- Focuses on creating a positive client experience through value-based engagement
- Trained three new associates to work effectively and efficiently servicing customer needs, increasing customer satisfaction by 15%
- Achieved Key Performance Indicators – #2 Sales in District and #1 Store, for the time period of Boxing Day 2018 by 700% to target

### **Electronic Sales Associate**

May 2016 – Nov 2017

Walmart Canada | Mississauga, Ontario

- Demonstrated knowledge of industry trends in Consumer Electronics department by upselling related accessories
- Advised customers and recommended technical support/solutions on consumer goods and products
- Provided product logistics support for computers, televisions, gaming consoles, and mobile phones
- Mentored and trained 5 Sales Associates to complete consumer requests, close sales and conduct inventory management

## *Volunteer Experience*

### **Group Mentor**

Oct 2016- Mar 2018

Big Brothers Big Sisters of Peel | Toronto, ON

- Facilitated group sessions to fulfill BBBS mandate of making a difference
- Engaged at-risk youth aged 7–12 years, in fun and skills-based activities
- Conducted sessions on various Personal Development topics like interests, hobbies, academics and sports
- Led team of volunteers and staff to ensure proper execution of various tasks
- Delegated tasks and assigned action steps to help support group events

### **Project Leader**

Oct 2015- Feb 2018

Alternative Reading Week | Toronto, ON

- Participated in a Community Innovation Project giving students chance to learn & understand issues within Peel and Halton Region
- Enhanced student's experiences with community engagement/development, leadership and social change
- Assisted participants to gain hands-on experience in their fields of interest
- Developed computer based site and resources geared in raising awareness on issues such as homelessness and vulnerability
- Connected members to professionals in relevant areas and provided opportunities to network
- Ensured projects reach completion goals by assisting and coordinating with stakeholders