

Cecil Andrews

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"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 solutions
- 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 designs
- Accomplished leader and coach with ability to organize, delegate and influence decision-making through skills obtained from volunteering and workshops

Technical Skills

Operating Systems	Windows, Android, iOS, Mac OS, Linux
Applications	ServiceNow, Microsoft Office 365, GanttProject
Tools	VMware, G Suite by Google, Packet Tracer, Git/GitHub
Project Management	Agile, Waterfall, Scrum and Gantt Charts
Languages	HTML5, CSS 3, Python, L ^A T _E X

Education and Certifications

CompTIA A+	Expected May 2019
Cisco IT Essentials Certification	Expected May 2019
Junior IT Analyst Program 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
Bachelors of Science - Honours 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 contextualizing 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