

# **Charles Tietjen**

## **Summary of Qualities and Abilities**

- Experience working in a wide range of environments and roles.
- Adept multi-tasker with strong organizational skills.
- Fast learner and highly adaptive.
- A thorough and capable teacher and communicator.

## **Relevant Experience and Accomplishments**

- Trained in full stack web development.
- Have created and deployed a number of example projects using current web technologies including but not limited to React, Node, Express to environments like Heroku and GitHub pages.
- Led multiple group projects to completion, resulting in deployed, functioning applications on each occasion.
- Capable of writing JavaScript, CSS and HTML in both front and back-end environments.
- 2+ years of call center support experience and 9 years of sales experience.
- Providing ongoing coaching and assistance to new and current agents in a team lead role.
- Experience providing a high standard of customer support over telephone, live chat and email.
- Assisting with maintaining support articles for both customers and agents as well as more recently assisting chat agents with time saving shortcut messages to use.
- Experience identifying problems with and compiling information about consumer products, then ensuring those reports reach the appropriate personnel, utilizing Jira to do so.
- Experience explaining and selling consumer electronics and services for consumer electronics as well as warranty services.
- 5+ years in competitive retail sales where customer experience was key.

## **Work History & References**

Public Health Ontario	Data Entry Operator	09/21/2020 - Present
ecobee	Technical Support Representative	11/28/2016 - 11/27/2018
The Source Ltd	Sales Associate	10/04/2011 - 11/06/2016
Black River Coffee	Assistant Manager	01/2008 – 03/08/2011
No Frills, Sutton	Sales Assistant	12/2007 – 02/2008
Wickes (UK)	Sales Assistant	02/2007 - 11/2007

## **Education**

University of Toronto	Coding Bootcamp	2021/2022
Worthing Sixth Form (UK)	ICT Btec First Diploma	2005
St Andrews High School for Boys	GCSE's (High School Equivalent)	2004

