



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## A B O U T M E

*A customer service and leadership expert with a passion for computers and technology*

After 10+ years of customer service experience, I had the opportunity to return to school to pursue my passion. Currently in my final semester at Seneca College studying computer programming.

## S K I L L S

CPR C – Canadian Red Cross

Fully Qualified Infantry Soldier (Leadership, Teamworking Skills)

Experience using many ICT languages and software including:

Linux, C/C++/C#, Java, HTML/CSS/JavaScript, Node.js, SQL/NOSQL, Xamarin Forms, Heroku, etc.

## E D U C A T I O N

CPD – Computer Programming

Seneca College  
2019-2020

## E X P E R I E N C E

Technical Support Agent

*Rogers Ignite TV/Toronto, ON/ 08/2018 – 03/2019*

Provide customers with technical support over the phone and using diagnostic tools to solve technical issues

- Trained to support customers with a brand-new product
- Part of the second wave of technical support specialists for IPTV
- Cross-trained to provide basic customer service and sales solutions

Product Process Senior, Sales Senior

*Best Buy Canada/ Ajax, Ontario/ 09/13 – 08/18*

Responsible for merchandising and inventory management (Product Process Senior)

Responsible for training and increasing revenue in each department (Sales Senior)

- Increased productivity by providing weekly reports to management
- Recognized in company memo for providing exceptional customer service
- Chosen to help open a new store and train all new staff members

Infantry (Canadian Armed Forces)

*48<sup>th</sup> Highlanders of Canada/ Toronto, ON/ 06/09 – 02/12*

Trained on a weekly basis as well as some weekends as a soldier in the Canadian Armed Forces

- Trained on a variety of weapon systems
- Specialized in closing with and engaging with enemy forces
- Learned invaluable teamworking and leadership skills