



# Rohail Butt

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Dear hiring manager,

January 8, 2023

I'm delighted to apply for the IT Service Desk Administrator at Give and Go Prepared Foods. I'm applying for this role because I am currently seeking new career development in IT & Networking. I believe my preexisting skills in customer service and my passion to understand computer networks and systems would allow me to fulfil this role.

My current history involves working as a clinical data analyst and telecommunications for multiple hospitals. This correspondingly led me to sharpen my communication and interpersonal skills to provide outstanding customer service and present clear, concise results of multiple project reports to various internal/external stakeholders. I have also worked as an operation manager for a sports memorabilia company and supplied multiple outreach methodologies to ably understand customer needs, while consistently raising overall sales each year. The outreach methodologies I utilized contained seminars, presentations, workshops, and traditional media such as flyers, social media, and cold calls.

In addition, whenever I got some free time, I would spend my time building and designing websites for a local digital consulting business. By doing so, I accumulated knowledge of human-computer interaction from dealing with multiple clients in industries such as e-commerce and the food catering business.

Lastly, I recently completed Jeremy's Online IT Cisco Certified Network Associate course to gain extensive knowledge of networking devices, interfaces, OSI/TCP models, IP routes, ethernet, LANs, WANs, WiFi, cloud, QoS, DNS servers, SMTP, DHCP, and VLANs.

Therefore, I believe I would be a great asset to your team because of my strong communication, customer service and adaptive skills.

I have attached my resume for your review, and I hope to hear from you soon to discuss my candidacy in more detail.

Thank you for your time!

*Rohail Butt*

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# ROHAIL BUTT

## WORK EXPERIENCE

### LEAD OPERATIONS SPECIALIST

*Authentic Memorabilia Company | Spring 2019 - Fall 2022*

- Led the task of reconstructing the company's existing rudimentary storage system and designed a new shipment system which grew efficiency by 30%
- Revised product layout and recommended changes in listing products which resulted in increased product visibility and sales by 42%
- Engaged in high-level negotiations, generated lucrative contracts, and built valuable partnerships with clients via regular, productive communication
- Provided customer service by managing logistical inbound and outbound orders, shipments, and messaging onboard systems
- Managed schedules and communicated with employees to meet business goals and address employee issues

### QUALITY CONTROL FOR TORONTO INTERNATIONAL FILM FESTIVAL

*Deluxe | Summer 2022 - Fall 2022*

- Distributed 200 + quality control reports for multiple films for various studios such as Disney, Amazon, and Netflix (identified correct aspect ratios, reviewed coloration gradients, and subtitles being correctly displayed)
- Collaborated with cross-functional Scrum teams to run successful release planning and iterative versions and deployments of multiple movies
- Processed digital cinema hard drives to ensure that content is accurate and will playback successfully during Toronto International Film Festival (used Linux and playback Doremi servers to process the drives)
- Delivered movies and short films to multiple Cinemas in Toronto via electronic delivery, satellite delivery or by physical hard drive

### CLINICAL DATA CONSULTANT

*Preyra Solutions Group | Winter 2016 - Fall 2017*

- Audited and completed multiple performance evaluation projects for various healthcare organizations across Ontario such as Sick Kids, Scarborough General and William Osler
- Advised clients of current trends in different care units across Ontario hospitals such as a potential increase in infections and ICU visits
- Provided office administration, and coverage for other staff as required such as scanning, emailing and procurement of materials
- Collected multiple data from Ontario hospitals and organized them into electronic databases



## PROFESSIONAL SKILLS

9+ Years of Customer Service  
9+ Years of MS Office  
5+ Years of Market Research  
3+ Years of Data Analyst  
3+ Years of Google Analytics  
1+ Years of Service Desk



## INTERPERSONAL SKILLS

Pattern Recognition  
Strategic Thinking  
Negotiation  
Creative Spirit  
Detail Oriented  
Leader



## **HOBBIES**

Hiking

Space

Computers Hardware

Designing Websites

Reading Non-Fiction

Photography



## **CONTACT**

**PHONE:** 416-889-1581

**EMAIL:** robutt49@gmail.com

## **CERTIFICATIONS**

### **GOOGLE UX DESIGN FOUNDATION CERTIFICATE**

***Coursera | Winter 2022 - Spring 2022***

**Expertise:** Wireframes, Prototypes, Testing, Usability Studies, Design Processes, User Stories and Journey Maps

### **GOOGLE PROJECT MANAGEMENT PROFESSIONAL CERTIFICATE**

***Cousera | Fall 2021 - Winter 2022***

**Expertise:** Agile and Scrum frameworks, Time Management, Budgeting, Managing Risks, Leadership, and Navigating Teams

### **CANFITPRO CERTIFIED PERSONAL TRAINING SPECIALIST**

***Canadian Fitness Professionals Inc. | Summer 2018 - Fall 2018***

**Expertise:** Weight Training, Nutrition Programs and Mental Health

## **EDUCATION**

### **COMPLETE PYTHON DEVELOPER IN 2023: ZERO TO MASTERY**

***Andrei Neagoie, Zero To Mastery | Fall 2022 - Winter 2022***

**Expertise:** Web Scraper, Automation, Data Science, Machine Learning

### **CISCO CERTIFIED NETWORK ASSOCIATE COURSE**

***Jeremy's IT Lab | Summer 2022 - Fall 2022***

**Expertise:** Network devices, Interfaces, OSI/TCP, IP Routes, Ethernet, LANs, WANs, WiFi, Cloud, Quality of Service, DNS, SMTP, DHCP, and VLANs

### **HONOURS BACHELOR OF HEALTH STUDIES WITH MINOR IN KINESIOLOGY**

***York University | Fall 2013 - Fall 2017***

**Expertise:** Data Analysts, Project Management, Lean Six Sigma, Financial Accounting, Biomed, and Kinesiology

**Health Ambassador Award:** completed over 200+ hours of service

## **VOLUNTEER**

### **CLINIC OPERATIONS ADMINISTRATOR**

***Woodbridge Naturopathic Clinic | Winter 2019 - Fall 2021***

- Replenished and constantly problem-solved the ordering of materials such as stock of vitamin IV from multiple vendors
- Saved management 40+ hours per month by orienting, training and creating schedules for all staff members

**REFERENCES AVAILABLE UPON REQUEST**