

Georgina Armand

Software Developer Technician & Executive Assistant

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EXPERIENCE

Chief Information Officer Assistant | Rievax & Danso Consulting

Burlington, Canada

October 2020 - January 2021

- MS Office tasks. Researching and email RFI and RFQ 'duties.
- Job postings and scheduling new hiring interviews
- Assistant to the Operations in Cybersecurity Service Pre-Sales
- Managed multiple calendars and tracked multiple project completions
- Assisted in presentations in MS Teams and assisted in minute taking in CIO's Zoom calls.
- Rebranded the company's IT security services Menu of options on the website.
- Used automation and integration in workflows. CRM, CDM.
- Greatest Achievement: As an assistant to the company, I provided exceptional re-branding work for their marketing and proof of concept to their services.

Production Manager Assistant| La Faena Film Production

Toronto, Canada |

Dec 2016 - 2020

- Searched market opportunities, planned schedule, cold callings
- Developed a B2B relationship with several companies.
- Relationship services and organized funding rounds.
- Assisted the director's projects by coordinating all stages of the production process.
- Worked closely with translators captioning, and aid in the interpretation of Spanish to English.
- Planned trips, hotel stays, rentals and other aspects of the production team

Executive Assistant | Swiss International Innovations

Florida, USA

Dec 2016 - Dec 2019

- Customer service and direct sales to B2B. Account management.
- Assisted in technical sales and to market the product of machinery with technical details.
- Managed trade shows subscriptions and mailing campaigns to business subscribers.
- Administrative work such as pre-registering patents and filing for

Tech Stack & Skills

HTML and CSS
proficiency
Application development
Software testing and
validation
Website support (Front
and Backend)
User needs assessment
Software customizations
Full-stack developer help
desk
Technical support
IT Customer Services
MS SharePoint and cloud
Google Console

Tools & Platforms

Google Suite
Google Ads
MS Office
MS SharePoint
PeopleSoft
Salesforce
HubSpot
WordPress
Visual Studio
IntelliJ

Communication & Customer management

Excellent Customer
Service

trademarks.

- Published advertising, created landing pages.
- Greatest Achievements: I want to point out that as an assistant to the innovation start up, I believe I made a difference in providing excellent customer support to help build relationships and maintain business relations.

Exchange Financial Services| Accurate Exchange

Ottawa, Canada Aug 2013 - Feb 2015

- Customer service and direct buy and sale of currency.
- Assisted in counting, collection of new and old bank notes.
- Managed exchange rate and executed small foreign exchange.
- Counterfeits training and money laundering prevention.

Project Manager Assistant | Securicor Security Services

LATAM, UK

- Assistant to the Comptroller and to Project Managers for cash in transit automation project for Brinks Security in LATAM.
- Content writer training guidelines for operators in Spanish.
- Change Management duties to lead cash in transit process training and adaptation.
- Hands-on opportunity to read and write advanced RFI, RFQ and RFP forms covering full buying cycle for Brinks.
- Report writing and optimization for modernized cash in transit value chain.
- Assisted top management in communications across decision makers from the board and accommodated the management team with their PPT presentation in English to shareholders at Brinks.
- Greatest Impact: Our project team eliminated redundant processes in the procurement and operations, updated logistics guidelines and routing fleet of trucks, and the results were services realizing substantial savings for Brinks and reducing staff workload while improving security.

EDUCATION

Mohawk College, Canada — Diploma 2025

Computer Systems Technician and Software Support

Web languages including HTML, CSS, JavaScript (Ajax, JSON), PHP and ASP.NET for mobile web applications

Programming languages including Java and C# (scored in HackerRank)

Database architecture. Query and uses MySQL, SQL lite, API, Firebase, Node.js

Project planning and project management tools such as Microsoft Project Management and Agile approach.

Technical writing, Design Power Point and practical Video presentations

Systems/business analysis and Cloud Services

Customer Success

Assistant Manager

Sales led generation

Client loyalty building

Involvement & Volunteer

Camp Wheeler Scout Division April 2024 - May 2024 (Remote)

• Web support for the site, HTML and SEO enhancement

• Update or create landing pages with web forms

• Re design website and content specifics

Green Team Environmental Education

Hamilton Fennell Campus Mohawk College • January 2022 - December 2023

• Lead educational events to City Council

• Tree planting and developing community gardens

• Speaker at Clean air community projects

LANGUAGES

Full professional French

Newport University, USA — BA 2003

Business Management

Native/Bilingual Spanish

Native/Bilingual English

Personal Summary

Mediating and dedicated customer service representative with extensive experience in cross-industry relationships. Solid team player with upbeat, positive attitude and proven skill in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Articulate, enthusiastic, presentable and results-oriented with demonstrated passion for building relationships, cultivating partnerships and growing businesses.

Social links

[LinkedIn](#)

[Link Tree](#)

Portfolio Available