

Georgina Armand

Software Developer Technician & Executive Assistant

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EXPERIENCE

Chief Information Officer Assistant | Rievax & Danso Consulting

Burlington, Canada

Dec 2020 - January 2021

- ☐ Executed administrative MS Office tasks and managed business correspondence.
- ☐ Researched, drafted, and submitted Requests for Information (RFI) and Requests for Quote (RFQ).
- ☐ Supported recruitment by creating job postings and scheduling new hire interviews.
- ☐ Served as an Assistant to Operations for Cybersecurity Service Pre-Sales.
- ☐ Managed complex executive calendars and tracked milestones for multiple concurrent projects.
- ☐ Assisted in delivering presentations via MS Teams and recorded accurate minutes for high-level CIO calls on Zoom.
- ☐ Spearheaded the rebranding of the company's IT security services menu on the corporate website and presentations for the executive.
- ☐ Used their Clockify integration and other software for automation.
- ☐ Key Achievement: Orchestrated a comprehensive rebranding of the company's IT security services, creating a pivotal marketing asset and proof-of-concept that enhanced service clarity and client engagement.

Production Manager | La Faena Film Production

Toronto, Canada |

Dec 2016 - 2020

- ☐ Researched market opportunities and managed production schedules.
- ☐ Conducted cold calls and helped develop B2B relationships with partner companies.
- ☐ Assisted in coordinating funding for projects.
- ☐ Worked closely with translators on captioning and provided Spanish-to-English interpretation.
- ☐ Worked closely with translators captioning, and aid in the interpretation of Spanish to English.

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
Cloud applications

- ☐ Handled logistics for the production team, including travel, accommodations, and rentals.

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 trademarks.
- ☐ Published advertising, created landing pages.
- ☐ Greatest Achievements: Played a key role in a startup's growth by building and maintaining strong B2B relationships through exceptional customer support, directly contributing to client retention and business development.

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.

Communication & Customer management

Excellent Customer

Service

Customer Success

Assistant Manager

Sales lead 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 develop community gardens

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 tool Microsoft PM and Agile oriented

Technical writing, Design and practical Video presentations

Systems/business analysis and Cloud Computing Services

Newport University, USA — BA 2003

Business Management

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.

Portfolio Available: <https://garman059.github.io/>

• Speaker at Clean air community projects

LANGUAGES

Full professional French

Native/Bilingual Spanish

Native/Bilingual English

Social links

[LinkedIn](#)

[LinkTree](#)