

Justin Amaral
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Education

Centennial College, Toronto Ontario Software Engineering	Jan 2022- Current
Sault College, Sault Ste. Marie Ontario Airline Operation & Marketing	June 2020
Seneca College, Toronto Ontario Broadcast Journalism	June 2017
St. Maximilian Kolbe CHS High School Diploma <ul style="list-style-type: none">■ Formerly acted as Vice President for the Student Body.■ Graduated with a high skilled trade certificate.	June 2020

Professional Experience

YouTube Video & Content Editor: <ul style="list-style-type: none">■ Editing footage into timelines and cutting out shots to create a more impactful story for the audience.■ Splicing raw film footage together from various shoots and sources, combining it with other scenes, and creating a balanced and harmonic story.■ Used Adobe Creative Cloud to create and edit 20+ images and animations per week for use in client productions.■ Edited & enhanced audio where needed.■ Colour graded raw video footage & created transitions to have a seamless end result.	Toronto, Ont March 2022-Current
Tucows Technical Support <ul style="list-style-type: none">■ Guide and Answer any calls, emails and live chats in a prompt and professional manner.■ Make sure orders, payments and sensitive information is handled securely.■ Resolves any account or technical issues that a customer comes into.■ Collaborated with different teams to assist with projects and tasks.■ Creates a friendly and fun place that customers enjoy and want to come back to.	Toronto, Ont January 2021-Current
Best Buy Canada Customer Service Supervisor <ul style="list-style-type: none">■ Created and managed scheduling throughout the store for employees and managers.■ Led a department of over ten employees.■ Supported the Manager on Duty, taking on roles such as opening and closing the store.■ Oversees and resolves any customer or employee issues.■ Plans and hosts storewide events to boost employee engagement.■ Ensures that online orders are fulfilled and shipped out in a timely manner.■ Handles any cash issues as well as the nightly deposit.■ Reviewed resumes, conducted interviews and hired applicants to fill certain positions.■ Managed, reviewed and submitted payroll for all employees.	Newmarket, Ont November 2013-2021
Rona Home & Garden Customer Service Assistant <ul style="list-style-type: none">■ Maintained a clean and Organized work area.■ Monitored sales by handling cash, debit and credit transactions.■ Guided customers with new or ongoing building projects.	Newmarket, Ont April 2011-2013
Rogers TV	Newmarket, Ont

Production Assistant

June 2011-2012

- Trained placement students as well as volunteers about the equipment and the flow of production.
- Set up, organise, and clean up equipment
- Took live phone calls for the TV Show hosts
- Operated and controlled the camera during live TV shows
- Provided “Real Time” action footage
- Assisted in recording a variety of shows, such as Sports games, Council meetings, and Live comedy shows.
- Directed the hosts with wrap up times regarding commercial breaks, show wrap up, etc

Technical Expertise

MS Excel, PowerPoint, Word, Zendesk, Workday, Python, Management, Payroll, Scheduling, Customer Success

References

Available Upon Request