

Tod Jobin

Regina, SK | (306) 940-9635 | jobin1080@hotmail.com

Profile Summary

Motivated Computer Systems Technology student at Saskatchewan Polytechnic seeking an entry-level Service Desk Administrator role with SGI CANADA. Combines 15 years of customer-service leadership with hands-on technical experience in troubleshooting, system setup, and user support. Known for professionalism, clear communication, and a proactive approach to solving technical issues efficiently

Education

Diploma – Computer Systems Technology (In Progress) | Saskatchewan Polytechnic – Regina, SK

Completion Date: *2026*

High School Diploma | Carlton Comprehensive High School – Prince Albert, SK

Experience

Product Clerk | Sherwood Co-op – Regina, SK | *2024 – Present*

- Provide customer assistance and maintain organized product displays.
- Support store operations and ensure safety and cleanliness standards.

Supervisor | Sherwood Co-op – Regina, SK | *2017 – 2024*

- Supervised and trained attendants; resolved customer and operational issues.
- Managed daily cash handling and safety checks.

Self-Employed Landscaper | Meta Landscaping – Regina, SK | *2022 – 2023 (Seasonal)*

- Managed client scheduling and job execution independently.
- Delivered reliable, high-quality work and ensured customer satisfaction.

Technical & Professional Skills

Technical: Windows/Linux OS · Microsoft 365 · Basic Networking · Hardware Setup · Troubleshooting · User Support · JavaScript · Java · C#

Professional: Customer Service · Communication · Teamwork · Time Management · Problem Solving

Certifications & Activities

- First Aid & CPR Certified (Recertified 2025)
- Coursework projects involving network setup and hardware troubleshooting

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October 31, 2025

Hiring Committee

SGI CANADA

Regina, SK

Dear Hiring Committee,

I am writing to express my interest in the Service Desk Administrator position at SGI CANADA. As a current Computer Systems Technology student at Saskatchewan Polytechnic with over 15 years of customer-service experience, I bring both technical knowledge and strong interpersonal skills that align closely with SGI's values of integrity, innovation, and caring.

Through my coursework, I've gained a solid foundation in Windows operating systems, Microsoft Office, networking fundamentals, and troubleshooting techniques. I've applied these skills in lab projects involving user account configuration, hardware setup, and basic system support. Combined with my professional background at Sherwood Co-op, where I developed problem-solving, multitasking, and communication skills in a fast-paced environment, I am confident in my ability to provide reliable and responsive support to end users.

I'm particularly drawn to SGI because of its reputation for teamwork, accountability, and community focus. I value the opportunity to work in a high-performance IT environment, supporting internal users and contributing to the smooth operation of essential business systems. I am eager to continue learning and growing while delivering the high-quality service your team is known for.

Thank you for considering my application. I would welcome the opportunity to discuss how my technical training and customer-service experience can contribute to SGI's IT Operations team.

Sincerely,

Tod Jobin