
KENT MARCHAN

Brockville, ON Canada

(613) 349-4164

kentj.marchan@gmail.com

SUMMARY OF QUALIFICATIONS

- Strong analytical skills, listening, questioning, and interpersonal skills.
- Excellent oral and written communication skills.
- Enjoys working on complex projects with scope for learning and challenges.
- Self-motivated, detail-oriented, and capable of working in a fast-paced environment.
- Team player with the ability to work independently and learn quickly.
- Mechanically inclined.

SKILLS

- **Software & Tools:** Microsoft Office 365, Networking Protocols, PLC
- **Programming Languages:** C, Visual Basic, SQL, Bash, HTML
- **Technical Skills:** PC hardware, electronics, Linux, Windows, MacOS
- **Design:** Corel Draw, Photoshop
- **Other Skills:** Repairing, Quality Control, Efficient Production & Distribution
- **Networking:** Cisco Packet Tracer, TCP/IP based networks

WORK EXPERIENCE

Giant Tiger Wholesale LTD.

Automation System Operator

06/2024 – Present

Giant Tiger Distribution Center, Johnstown (Symbotic, Canada)

Automation System Operator / CC – Automation Department

12/2021 – 05/2024

- Monitored system performance and availability of personnel and automated robotic vehicles.
- Complied with health and safety policies and procedures.
- Troubleshoot system stoppages and determined the best course of action to maintain system uptime.
- Communicated and troubleshoot software issues with off-site engineers and on-site management.
- Operated system via custom GUI, ensuring safe and proper operation.
- Planned daily activities and coordinated system maintenance.
- Maintained accurate logs of major events and became the on-site software expert.

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- Assessed causes of robotic vehicle failures and alerted service personnel.
- Assisted and trained other operators in troubleshooting and repairs.
- Communicated with tier support to drive system production.

Giant Tiger Distribution Center, Johnstown (Symbotic ,Canada)

Team Lead Cell Operator – Automation Department

08/2021 – 12/2021

- Assisted team members in system troubleshooting.
- Monitored and utilized radio etiquette for instructions.
- Processed and monitored the automated storage and retrieval system.
- Performed rover bot upkeep and managed team members in the manager's absence.

Giant Tiger Distribution Center, Johnstown (Symbotic, Canada)

Cell Operator – Automation Department

08/2019 – 08/2021

- Prepared pallets for induction into the storage and retrieval system.
- Assessed system stoppages and returned to service using HMI and manual intervention.
- Contributed to system uptime through preservation, recovery, and health actions.
- Communicated and escalated production-impacting issues.

Giant Tiger Distribution Center, Johnstown

Shipping Clerk – Operations Department

03/2019 – 08/2019

- Ensured accurate and timely order delivery to stores/customers.

Distribution Repair & Packaging Services, Brockville

Garden Tools Repair Technician (DeWalt and Black & Decker Products)

10/2018 – 03/2019

- Repaired lawn mowers, trimmers, chain saws, hand blowers, etc.
- Performed motor maintenance and replaced damaged parts.

SDR Electric, Plumbing & Heating Inc., North Augusta

Plumber Helper

03/2018 – 10/2018

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- Maintained tools, equipment, and work sites.
- Moved, secured, installed, built, loaded, or unloaded materials.
- Cleaned and piled salvaged materials.
- Erected and dismantled concrete forms, scaffolding, ramps, catwalks, shoring, and barricades.
- Removed rubble and debris at construction sites.

Tech Mahindra, Cebu, Philippines

Technical Support

06/2016 – 04/2017

- Installed and maintained networks, monitored and repaired computer systems.
- Resolved client and end-user issues via chat or phone.
- Assisted in resolving technical issues using remote desktop tools.

EDUCATION

Academy of Learning Career College – Kingston, ON Canada

Software and Web Developer – Part – Time student until February 2026

Saint Vincent's College Incorporated – Dipolog, Philippines

Bachelor of Science in Computer Engineering 2012 – 2017

OTHER SKILLS/LICENSES

- Full G – Ontario Driver's License since 01/2020 – Clean driving record – Physically fit
- Rotating 12-hour shifts (day/night) – Time Management – Customer service
- Punctual and Responsible – Languages: Bisaya, Tagalog, English

REFERENCES

- **Steve Marion** – Co-worker – Lynn, Ontario – 613-572-5320
 - **Dave Lach** – Supervisor / Mentor – Mallorytown, Ontario – 613-802-0302
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