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| Mark Genil | 514-577-0582  [mtlmook@gmail.com](mailto:mtlmook@gmail.com)  3865-4 Beaubien Est  Montreal,Qc |

**Portfolios/Project**

[**https://github.com/mtlmook/learningRepo#:~:text=git%40github.com%3Amtlmook/learningRepo.git**](https://github.com/mtlmook/learningRepo#:~:text=git%40github.com%3Amtlmook/learningRepo.git)

**SKILLS**

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| * Learn and apply new technologies quickly * Work independently and collaboratively as needed * Knowledge of Private and Public Cloud computing services * Experience with version control tools (GitHub) |  |

**EXPERIENCE**

02/2023 - Present **Montreal College of Information and technology**

* Google cloud projects creation
* Deploying and managing services in GCP
* Subnet masking identification
* Creates google cloud SQL instances
* Processing databases
* Manages GitHub: cloning, push and pull requests, commit and uploading files
* Creates Kubernetes cluster
* Terraform as infrastructure code

07/2017 **Customer Service Representative,** Teleperformance Montreal

* Provided technical support for client thru email or by telephone
* Offered advice and assistance to customers, paying attention to special needs or wants.
* Responded to customer requests for products, services and company information.
* Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
* Collected customer feedback and made process changes to exceed customer satisfaction goals.

**EDUCATION**

**Montreal College of Information Technology:** Diploma in Cloud Computing**,** 2023

**Lester B. Pearson Continuing Education -** Attestation Specialise Professionelle (ASP): Starting A Business, 04/2018 LaSalle, QC

**Laguna College** - Bachelor of Science**:** Nursing, 03/2010