

Daria Mikita

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SUMMARY

Bilingual graduate from St. Boniface University with over 10 years of experience in dynamic sales, service organization as well as more than 20 years of experience in software troubleshooting. Possesses sound background in Mac applications as well as PC applications. Strong knowledge in software troubleshooting, as well as networking, software installation, configuration in both PC and Mac. Very proficient in client and employee training and management.

SKILLS

- Strong Organizational Skills
- Confidentiality and Data Protection
- Research and Analytical Skills
- Client Management
- Supply Inventory Control
- Document and File Management
- Remote Conferencing
- Website Management
- Directory Maintenance
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- Multilingual in French, English, Spanish and Polish
- Complex Data Interpretation
- Electronic Records Management
- Process Optimization
- Quality Standards

EXPERIENCE

Digitization Assistant, RMOW, Jan 2024-Current

Whistler, BC

- Data entry and physical document counting and sorting.

Digital Operations Manager, Mountain Kids Outfitters, July 2023-Current

Whistler, BC

- Managed the daily operations of the company's digital platforms, including Shopify, Google Merchant Centre and social media stores.
- LightSpeed Administration, cleaning and maintaining the digital inventory database for physical items. Organizing and optimizing items in this database.
- Created and maintained Standard Operating Procedures regarding E-commerce/ online orders, LightSpeed processes, etc..
- Devised updates to company online presence, including main business website.
- Ensured compliance with industry regulations regarding the company's digital practices.
- Maintained an up-to-date knowledge of emerging trends in digital technology.
- Conducted regular performance reviews of digital tools and platforms to ensure optimal performance.
- Provided technical support for employees experiencing issues with the computers and online point of sale.

Bilingual Senior Apple CERTIFIED Technician and Manager, Burnt Stew Computer Solutions, January 2014-July 2023

Whistler, BC

- Sales and servicing of all Apple products north of Vancouver
- Teaching customers how to use their devices, together and efficiently
- Inventory management of Apple accessories and 3rd party accessories
- Premium Service Provider status for 2016, 2017 and 2018
- Community instructor Intro to iCloud part 1 and 2 classes
- GSX Admin
- Server administrator, set-up, installation (configuration) and maintaining the Diagnostics server
- Maintaining a high percentage of first fixed rate and customer satisfaction scores throughout the year
- Lightspeed migration and administration setup
- WordPress maintenance
- Google Workspace administration and migration
- Domain registration and setup.

Bilingual account and IT administrator, SodaStream Canada LTD, January 2011-January 2014

Winnipeg, MB

- Maintained data and orders in Microsoft Navision
- LAN and PC network setup and migration
- Google Workspace administration and user management
- Bilingual product label translation and regulatory compliance
- Adobe Illustrator basics
- Bilingual customer service and troubleshooting on email and telephone
- Employee device management
- Website product management.

Bilingual administrative assistant and IT support, Eco Stream Canada, January 2009-January 2011

Winnipeg, MB

- Managed large orders from major clients and maintained ensuring website inventory
- Interacted with vendors, contractors, and professional services personnel to receive orders, direct activities, and communicated instructions
- Shipped and received products on large-scale orders
- Website inventory maintenance
- Employee computer user setup and maintenance
- Microsoft Navision inventory management.

EDUCATION AND TRAINING

Front End Developer

She Codes Academy, Online

Google Apps Administrator Fundamentals

Coursera, Online

Apple Product Professional

Apple ATLAS, Online

Apple Certified iOS Technician

Apple ATLAS, Online

Apple Certified Macintosh Technician

Witz Education, Toronto, ON

Apple Certified Support Professional 10.9

Witz Education, Toronto, ON

Bachelor's Degree

Anthropology, St. Boniface University, Winnipeg, MB

REFERENCES

References available upon request.